

# City of Deltona, Florida



## COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

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CEMP DISTRIBUTION LIST AND VERSION MANAGEMENT .....	1
1.0 INTRODUCTION .....	2
1.1 General .....	2
1.2 Purpose .....	2
1.3 Scope .....	3
1.4 Methodology .....	3
2.0 SITUATION AND ASSUMPTIONS .....	4
2.1 Situation .....	4
2.2 Hazards Analysis .....	5
2.3 Geographic Information .....	7
2.4 Demographics .....	9
2.5 Economic Profile .....	13
2.6 Assumptions .....	14
3.0 POLICIES AND PROTOCOLS .....	15
3.1 Policies .....	15
3.2 Protocols .....	16
4.0 CONCEPT OF OPERATIONS .....	17
4.1 General .....	17
4.2 Classification of Disasters .....	17
4.3 Facilities .....	18
4.3.1 Deltona Emergency Operations Center (EOC) .....	18
4.3.2 Point of Distribution .....	18
4.3.3 Shelter Locations .....	18
4.4 Organization and Staffing .....	18
4.4.1 Normal Staffing .....	19
Exhibit 4.4.1 - Normal Operating Organizational Chart .....	19
4.4.2 Emergency Preparedness Task Force .....	20
4.4.3 Deltona's Emergency Response Team .....	20
Exhibit 4.4.3– Emergency Response Team Organizational Chart .....	21
4.4.4 Emergency Support Functions (ESFs) .....	24
Exhibit 4.4.4 - 1 General Description of Emergency Support Functions .....	25
Exhibit 4.4.4 - 2 – Emergency Support Functions Responsibility Matrix .....	29
4.5 Notification and Warning .....	30
4.6 Initial Actions .....	31
4.7 Actions for Protection of Public Health and Safety .....	32
4.8 Evacuation and Reentry .....	32
4.9 Sheltering .....	34
4.9.1 Sheltering-in-Place .....	34
4.10 Continuing Actions .....	35
5.0 RESPONSIBILITIES .....	38
5.1 Municipal Government .....	38
5.1.1 City Manager .....	38
5.1.2 City Emergency Management Director .....	38
5.1.3 City Department Heads .....	39

5.2	ESF Primary and Support Agencies .....	39
5.3	Volusia County .....	40
5.4	State of Florida .....	40
5.5	Federal Government .....	41
5.5	Preservation of Records .....	41
6.0	FINANCIAL MANAGEMENT .....	42
6.1	General .....	42
7.0	TRAINING, EXERCISE AND PUBLIC AWARENESS AND EDUCATION .....	44
7.1	Training and Exercises .....	44
7.2	Public Awareness and Education .....	46
8.0	REFERENCES AND AUTHORITIES .....	48
8.1	General .....	48
9.0	ACRONYMS .....	49
	ANNEX I - RECOVERY AND MITIGATION ACTIONS .....	1
1.0	GENERAL RECOVERY FUNCTIONS .....	1
1.1	Coordination of Recovery Efforts .....	1
1.1.1	Local agency responsible for coordinating recovery efforts .....	1
1.2	Joint Field Office Liaison .....	1
1.2.2	Local liaison for the Joint Field Office (JFO) .....	1
1.3	State Recovery Staff Liaison .....	1
1.3.1	Liaison for state recovery staff .....	1
1.4	Public Information Procedures .....	1
1.4.1	Public Information During Disaster Recovery .....	1
1.4.2	Education Programs .....	2
2.0	DAMAGE ASSESSMENT FUNCTIONS .....	3
2.1	Damage Assessment Operations .....	3
2.1.1	Liaison .....	3
2.2	Facilities and Equipment .....	4
2.3	Local Damage Assessment Operations .....	4
3.0	HUMAN SERVICES .....	5
3.1	Disaster Assistance .....	5
3.1.1	Community Outreach .....	5
3.1.2	Direct Disaster Assistance .....	5
3.2	Coordination through the Joint Field Office (JFO) .....	6
3.2.1	Registration of Disaster Victims .....	6
3.2.2	Federal Disaster Relief Centers .....	7
3.2.3	Federal Assistance for Individuals .....	8
3.3	State Disaster Assistance Facilities .....	9
3.4	Other Feeding and Distribution Sites .....	9
3.5	Temporary Housing and Living Areas .....	10
4.0	INFRASTRUCTURE .....	11
4.1	Debris Management .....	11
4.1.1	Opening of Priority Roadways .....	11
4.1.2	Debris Collection and Disposal .....	12
4.1.3	Activation of Standby Debris Management Contractors .....	12

4.1.4	Identification of disposal sites .....	13
4.1.5	Procedures for Temporary Site Operation .....	13
4.1.6	Procedures for Debris Removal from Private Property .....	14
4.1.7	Procedures for Removal of Abandoned Private Property .....	14
4.2	Insurance Coordination Procedures .....	14
4.3	Administrative Procedures .....	15
4.3.1	Document tracking.....	15
4.3.2	Project Worksheet (PW) Procedures .....	15
4.4	National Flood Insurance Program .....	16
5.0	LOCAL HAZARD MITIGATION PROGRAM .....	17
5.1	Pre-Event Hazard Mitigation Planning and Programming .....	17
5.2	Post-disaster Mitigation Actions .....	17
6.0	LONG-TERM RECOVERY AND REDEVELOPMENT PLANNING .....	18
ANNEX II - EMERGENCY OPERATIONS CENTER PROCEDURES .....		1
DELTONA EMERGENCY OPERATIONS CENTER TELEPHONE LISTING .....		3
End Notes References .....		4

## **CEMP DISTRIBUTION LIST AND VERSION MANAGEMENT**

The following organizations should receive, and acknowledge receipt of, each update of the City of Deltona CEMP.

<b>Version Draft 2.01, dated September, 2013</b>			
<b>Acknowledge Receipt</b>	<b>City Offices: (Number of copies)</b>	<b>Acknowledge Receipt</b>	<b>Others: (1 each)</b>
	City Manager (1)		Volusia County Emergency Management
	Mayor (1)		Volusia County Sheriff's Dept. (VCSO)
	Commissioners (6)		VCSO Communications
	City Clerk (1)		American Red Cross
	City Attorney (1)		Salvation Army
	Finance and Internal Services Svcs (2)		Duke Energy
	Building and Enforcement (5)		Florida Power & Light
	Human Resources (1)		Florida Public Utilities Company (Gas)
	Fire Stations (5)		AT&T
	Public Works (4)		Embarq
	FD Staff (7)		Volusia Emergency Medical Svcs (EVAC)
	Parks & Recreation		Volusia County Health Department
			Florida Highway Patrol
			Volusia County School Board
			Volusia County Public Works
			Volusia County Traffic Engineering
			National Fire Academy Library
			Florida D.O.T. District V
			Volusia County Fire Services
			Waste Management, Inc.
<b>Total</b>	<b>35</b>	<b>Total</b>	<b>20</b>

### 1.0 INTRODUCTION

#### 1.1 General

The Deltona Comprehensive Emergency Management Plan (CEMP) has been developed to guide the emergency response of the City of Deltona to disasters and catastrophic events. The Deltona CEMP identifies the basic emergency preparedness, response, recovery and mitigation mechanisms necessary for all City departments, the City Manager, the City Attorney and other supporting organizations to receive notification of emergency events, to mobilize needed resources, to evaluate emergency situations and make policy decisions thereon, to implement and conduct emergency response and disaster recovery actions, and to de-mobilize resources and personnel as needed. This plan is designed to be consistent with Volusia County and the State of Florida's emergency plans as well as the National Incident Management System (NIMS). This plan is maintained by the City of Deltona Emergency Preparedness Task Force and is implemented by the City of Deltona Emergency Response Team.

#### *Deltona Emergency Management Entities*

For the purposes of this plan, the City of Deltona has identified the following entities, within City government, that are responsible for emergency preparedness.

Emergency Preparedness Task Force –Consists of the City Manager, Fire Chief (Emergency Management Director), Deputy Fire Chief (Emergency Management Coordinator) and all City Department Heads.

Emergency Response Team – Consists of the Emergency Preparedness Task Force and all City employees designated to perform certain functions during an activation of the Deltona CEMP.

#### 1.2 Purpose

The Deltona CEMP establishes the operational and policy framework whereby the City of Deltona, its government and its City departments and supporting organizations can effectively prepare for, respond to, recover from, and where possible, mitigate the impacts of a major disaster or catastrophic event. This plan facilitates integrated and coordinated emergency response efforts between the City of Deltona, Volusia County, the State of Florida, and the Federal government. The plan is also consistent with NIMS procedures thereby enhancing coordination between all such levels of government. This integration of the emergency planning, response and recovery actions is intended to attain the following objectives for the City:

- Identify those natural, technological, and man made threats to life, property, and the environment that are known or thought to exist.
- Reduce the vulnerability of the people, property and valuable environmental resources to injury and damage caused by natural, technological or man-made emergencies, major disasters, and catastrophic events;

- Prepare for prompt and effective response and recovery operations designed to protect the lives, property and environmental resources threatened by the incident;
- Respond to emergencies using all systems, plans, and resources available to protect the health, safety, and welfare of the public;
- Recover from emergencies and disasters by providing services and assistance to the affected people and property;
- Provide an emergency management system encompassing all aspects of pre-emergency preparedness through post-emergency response, recovery and mitigation.
- Enhance cooperation and coordination with community agencies, neighboring jurisdictions, county, state, and federal agencies

### **1.3 Scope**

The Deltona CEMP addresses the basic policies, planning assumptions, concept of operations, assigned responsibilities, and other strategies through which City government and supporting organizations will mobilize resources and conduct emergency response and recovery operations. The CEMP is the overall controlling document for coordination of City operations at the time of a disaster, and is intended for use in all types of disaster situations, including those involving natural, technological, and man-made hazards. The scope of the CEMP is further defined as follows:

- Guidance for the full range of emergency preparedness and response operations, including defining the responsibilities for City departments and offices to implement the CEMP; deployment of resources; coordinated public evacuation and sheltering; post-disaster response and recovery; and training of personnel
- A concept of operations spanning all phases of operations at the time of an emergency, from initial monitoring through post-disaster response and recovery,
- An inter-governmental coordination mechanism between Volusia County and the City of Deltona for enhancing joint emergency response and disaster recovery operations
- Assigned functional responsibilities to City departments, the City Manager, and other City officials and supporting organizations, and
- Definition of the various levels of emergencies or disasters that are likely to occur and the associated activities by the City that are likely to be necessary

### **1.4 Methodology**

All agencies and organizations identified as having a primary and/or support responsibility under this plan are active participants in the planning process, as well as being designated as participants in the City's emergency preparedness task force and emergency response team. Additional assistance in CEMP development has been obtained from private consultants who assisted with preparation of the draft and final plan documents. The CEMP is also submitted to the Volusia County Emergency Management Division for coordination with county plans, procedures and policies.

The development process utilized by the consultant for the CEMP involved the following:

- An initial meeting of supervisory personnel of all City departments
- Detailed discussions with individual City agencies regarding their capabilities to support response and recovery operations, as well as their experiences with past disasters affecting the City
- Development of a draft CEMP for review and comment by City agencies
- Revision to the draft, followed by preparation and distribution of the finalized CEMP

Following distribution of the final CEMP, the document is updated on a periodic basis as defined herein. The CEMP is also modified, if indicated, after its implementation for training exercises and actual events, as required by NIMS.

Distribution of the CEMP is controlled in the following manner:

- A distribution list is contained in Appendix A of this section. As indicated, all agencies, organizations and individuals with responsibilities under this plan are provided one or more copies of the CEMP. Additional copies of the plan are distributed to public libraries in the City for access by the general public. Copies will also be maintained at the City Clerk's Office for distribution, at cost, to organizations, agencies and individuals requesting copies for their personal use.
- Changes made to the Basic Section and Annexes to this plan will be distributed in accordance with the distribution list contained in Appendix A of this section. Agencies and organizations will annotate the Change Page contained in the beginning of this document upon receipt of the change.

## **2.0 SITUATION AND ASSUMPTIONS**

This section describes the situation in the City of Deltona at the time of a disaster, which is used to shape the operational concepts incorporated into the plan. The section also describes the assumptions that have been made to enable the plan to be prepared.

### **2.1 Situation**

The following situation may be present when the Deltona CEMP is required to be implemented:



- Transportation infrastructure will be damaged and local transportation services will be disrupted. Widespread damage to commercial telecommunications facilities will likely occur and the ability of governmental and emergency response agencies to communicate will be impaired.
- Homes, public buildings, and other critical facilities and equipment will be destroyed, severely damaged, or lose functionality. Debris may make streets and highways impassable, impeding the movement of emergency supplies and resources. Public utilities will be damaged and either fully or partially inoperable. Many county and municipal emergency personnel will be victims of the event, preventing them from performing their assigned emergency duties. Numerous separate hazardous conditions and other emergencies as a result of the event can be anticipated.
- Thousands of emergency victims may be forced from their homes and there may be large numbers of killed, injured or sickened disaster victims. Some victims may require immediate rescue and medical care. Hospitals, nursing homes, pharmacies and other health/medical facilities will be damaged, destroyed or closed. The medical and health care facilities that remain operable may be overwhelmed by the number of victims. The supplies, personnel and equipment to care for victims may become insufficient.
- Damage to fixed facilities that generate, produce, use, store or dispose of hazardous materials could result in the release of hazardous materials. Food processing and distribution facilities may be damaged, destroyed and/or closed. There will be prolonged electric power failures and disruption to other sources of energy.

### **2.2 Hazards Analysis**

The hazard analysis is essential for understanding the types of events that could impact the City and necessitate implementation of the CEMP. The hazard analysis involves both identifying the various types of events that could impact the City, the probability of their occurrence, and the vulnerability of the City's people and property to the event.

The City of Deltona is an active participant in the Volusia County's Local Mitigation Planning Program. A part of that planning effort is to complete and maintain a comprehensive hazards analysis and risk assessment for the City of Deltona and surrounding areas. Details of the hazards analysis are available for review in the Local Mitigation Plan. Listed below is a brief synopsis of the principal hazards to which Deltona is vulnerable:

#### **High Winds, Heavy Rain and Flooding**

Deltona is vulnerable to high winds and heavy rains that accompany hurricanes, tropical storms and severe thunderstorms. The City of Deltona is vulnerable to heavy rains because of the possible flooding of the 64 lakes and several low-lying areas within the jurisdiction. High winds associated with hurricanes, tornadoes, and severe storms can damage structures, and particularly the mobile homes in the City. These vulnerabilities of the City have been demonstrated in past

storm events. In 2013 FEMA <sup>i</sup> revised their flood maps showing a higher risk to Deltona than was shown in the past.

### **Lightning**

Florida leads the nation in lightning related deaths and injuries, and the people and property of the City are vulnerable to this hazard. Between 2003 and 2012 there were 52 lightning caused deaths in the state of Florida<sup>ii</sup>. The peak month for lightning strikes is July, but June and August also have a significant number. In addition to the threat to human safety, lightning also has the potential to significantly damage unprotected structures within the City, and lightning has damaged communications towers and other high structures in the past.

### **Hazardous Materials and Nuclear Incidents**

Large amounts of hazardous materials, including radioactive materials, are transported through and around the city daily by rail, truck transport, and via the St. Johns River. Some hazardous materials are also stored in various locations throughout the city.

The City of Deltona is not within 50-mile limit for the ingestion pathway of the three nuclear power plants located in the state. The proximity of the Kennedy Space Center and the Trident Nuclear Submarine Basin at Port Canaveral in nearby Brevard County, however, does pose some small risk to the City should a catastrophic nuclear incident occur at either of those locations.

Deltona has experienced severe transportation-related hazardous materials accidents. On January 6, 1994, a cargo tanker truck carrying 4,500 gallons of industrial grade hydrofluosilicic acid split open, causing a catastrophic spill onto Interstate 4. Hydrofluosilicic acid is a toxic corrosive that is very hazardous. Across the US, there were 2,518 truck accidents involving hazardous cargo in 2010. These resulted in 34 injuries, nine deaths and almost \$80 million in damages.<sup>iii</sup>

### **Civil Disturbance**

Volusia County is host to a large number of tourists annually, which can affect the City. Speed Weeks in February, Bike Week, Spring Break, Biketoberfest, and Black College Reunion bring in hundreds of thousands of visitors to the area each year. Many visitors travel through Deltona and utilize local hospitality services available in the City. Based on this, the City's emergency plan recognizes that the large number of incoming visitors to the area could lead to outbreaks of civil disturbance.

### **Freezing Weather**

Volusia County is subject to freezing temperatures and damage resulting from freezes. Nevertheless, the vulnerability of the City itself is not high, due to the lack of dependency of its citizens on agricultural enterprises.

### **Wildfire**

Volusia County experiences wildfires annually. The wildfires of 1998 and the Central Florida wildfire<sup>iv</sup> of 2013, burning 1,900 acres, gives evidence of the magnitude of the vulnerability of the entire county to the wildfire threat. Deltona has many neighborhoods that are positioned in the “urban interface” with wild or undeveloped lands that therefore have a heightened vulnerability to wildfire.

### **Drought**

Volusia County has been damaged by extended drought conditions several times in the past. For Deltona, the principal vulnerability to drought conditions is the increase in the occurrence of wildfires and the potential for the failure of potable water wells.

### **Sinkholes**

Sinkholes are a phenomenon common to the east central Florida peninsula that occur when subterranean limestone pockets collapse. A study by University of South Florida<sup>v</sup> identified 83 sinkholes occurring in Volusia County as recently as 2013<sup>vi</sup>, with two in Deltona. The most recent sinkhole to affect the City occurred in 2004. The vulnerability of the City to sinkholes is their potential to damage structures, utilities and roadways.

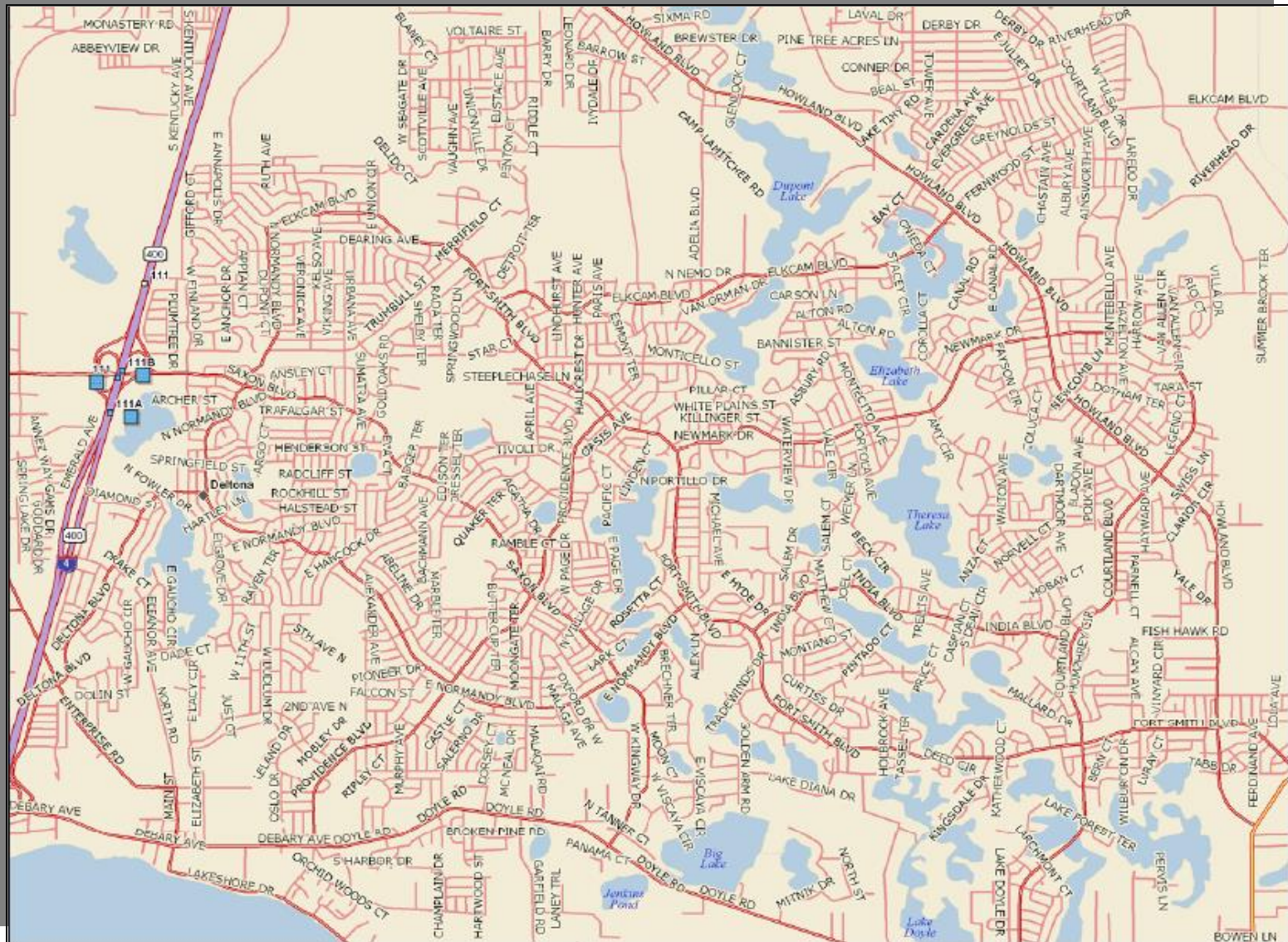
## **2.3 Geographic Information**

Volusia County (See Map 2.3.1) is located on the Atlantic coast in the north-central portion of the Florida coastline. The County is bordered on the south by Brevard and Seminole Counties, Lake County on the west, on the north by Putnam and Flagler Counties, and on the east by the Atlantic Ocean. There are 832,000 acres (1,062 square miles of land and 238 square miles of water) located within the borders of Volusia County.

The City of Deltona (see Map 2.3.2) is comprised of 45 square miles with approximately 64 lakes within its boundaries. The City is bordered on the south by Lake Monroe, on the east by unincorporated Volusia County, on the north by Lake Helen and unincorporated Volusia County and on the west by Interstate 4, Orange City, DeBary and unincorporated Volusia County.



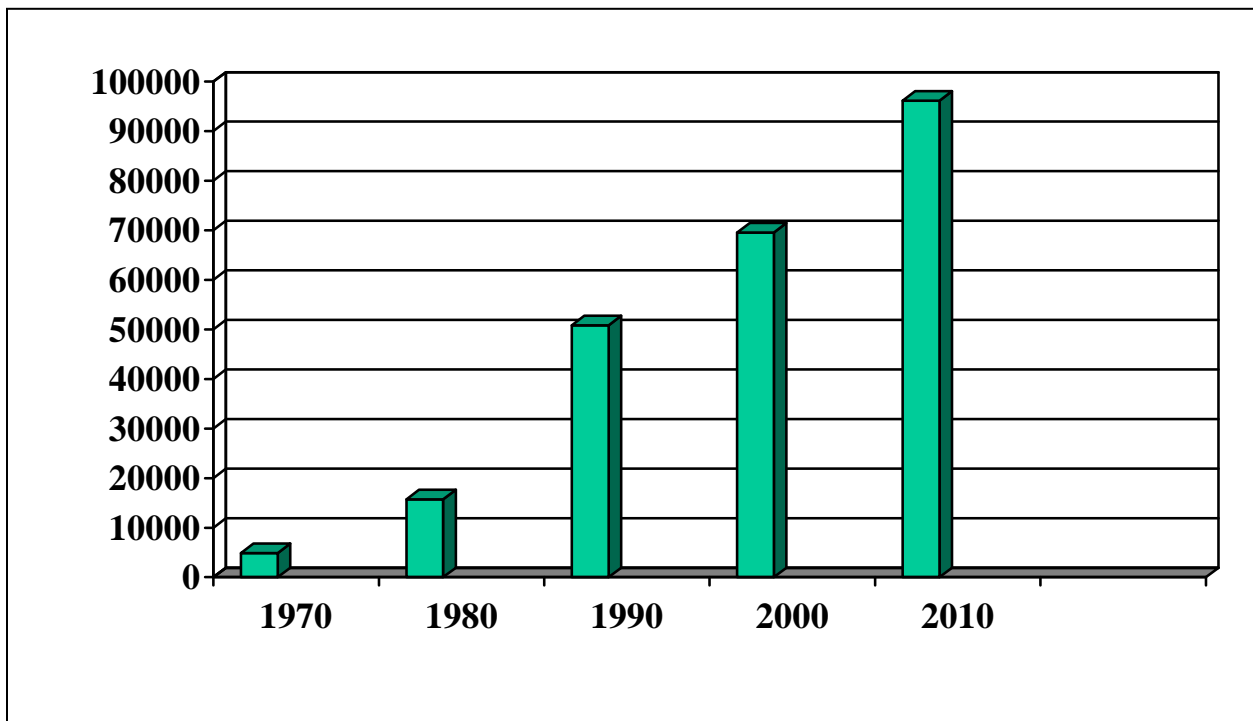




Map 2.3.2  
The City of Deltona

## 2.4 Demographics

The population of Deltona (see Table 2.4.1) has experienced dramatic increases over the past forty years. The 1970 US Census placed Deltona's population at 4,868. The 2010 US [Census](#)<sup>vii</sup> placed Deltona's population at 95,149 persons. A significant portion of this increase is in the 25-44 year age group. In 1970 the median age of the population of Deltona was 60 years of age. A sharp decline can be noted in the subsequent years, with the median age being 37.2<sup>viii</sup> years as of 2010. The housing crisis impacting all of Florida had a negative impact on the growth of Deltona between 2010 and 2013 according to a census report from the University of Florida which reports that Deltona's last population was 85,182 as of April 1, 2013



**Table 2.4.1 - Population for the City of Deltona**

The distribution of Deltona's population by age group is described in Table 2.4.2 which is derived from the 2010 U.S. Department of Commerce, Bureau of the Census count.

Volusia County maintains a voluntary registry of individuals that require special assistance at the time of an emergency or disaster. This registry is available to City emergency officials when needed to provide special assistance to those individuals residing in the jurisdiction. City emergency services agencies also have an awareness of the number and location of special needs

individuals residing in the jurisdiction. The numbers of persons who potentially qualify for the special needs registration residing within Deltona are identified in the Table 2.4.3.

**Table 2.4.2: Age Distribution Volusia and Selected Counties**  
(Source: 2010 US Census)

<b>Total</b>	95,149
<b>Male</b>	46,479
<b>Female</b>	48,670
<b>Under 18</b>	23,463
<b>18 &amp; over</b>	71,686
<b>18 - 20</b>	2,733
<b>20 - 24</b>	5,372
<b>25 - 34</b>	11,369
<b>35 - 49</b>	20,729
<b>50 - 64</b>	18,637
<b>65 &amp; over</b>	12,846

**Table 2.4.3: Disability status of the civilian non-institutionalized population of Deltona**

Source: 2010 US Census - Selected Social Characteristics in the United States: <sup>ix</sup>

<b>DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION</b>		
	Number	Percent
Population 5 to 20 years	17,030	100
With a disability	1,897	11.1
Population 21 to 64 years	37,704	100
With a disability	8,012	21.2
Population 65 years and over	10,521	100
With a disability	4,574	43.5

There is currently no accurate information available as to the number of migrant workers in Volusia County, and, because the City does not have a high dependency on agricultural enterprises, migrant populations are not considered a significant emergency preparedness issue for the jurisdiction.

Transient populations also include tourists. Volusia County hosts millions of tourists annually, a portion of which may travel through and/or utilize hotels and restaurants in and near the City. Numerous special events, to include, Speed Week, Bike Week and Spring Break create

additional burdens on response agencies and emergency managers. Hundreds of thousands of persons visit the county during these and other special events staying for varied amounts of time.

Resident population figures are contained in Table 2.4.4 for persons who have limited English language proficiency skills. According to the 2000 US Census (**Note:** This data was not collected in 2010), over 2000 persons residing in Deltona speak a language other than English at home, although the number of individuals that do not speak English at all or do not have a family member that does, is likely significantly less. The City may have to take special efforts in a few cases to provide emergency assistance to these individuals.

**Table 2.4.4 -- Non English Speaking Populations of Deltona**  
(Source: 2000 US Census)

	5-17 years	18-64 years	65 years & older
<b>Speak only English</b>	7,705	24,580	8,027
<b>Speak Spanish</b>			
Speak English Very Well	786	1,454	170
Speak English Well	246	911	220
Speak English Not Well or Not at All	24	340	304
<b>Speak Asian or Pacific Islander</b>			
Speak English Very Well	0	113	6
Speak English Well	0	31	0
Speak English Not Well or Not at All	0	3	4
<b>Speak Other Language</b>			
Speak English Very Well	163	757	498
Speak English Well	14	56	203
Speak English Not Well or Not at All	10	53	127
<b>Total Population With Minimal English</b>	34	396	435



## 2.5 Economic Profile

The primary industries within Deltona are the retail trades, construction and personal and business services.

The number of persons employed within the City of Deltona by specific industries is contained within Table 2.5.1. These figures were obtained from the 2007 Economic Census by the US Census.<sup>x</sup>

	<u>Number of establishments</u>	<u>Annual payroll (\$1,000)</u>	<u>Number of paid employees</u>
Retail trade	95	26,986	1,461
Motor vehicle and parts dealers	5	687	35
Furniture and home furnishings stores	2		
Electronics and appliance stores	4	223	10
Building material and garden equipment and supplies dealers	7	758	70
Hardware stores	3		
Food and beverage stores	18	13,380	691
Grocery stores	13		
Supermarkets and other grocery (except convenience) stores	12	13,161	674
Health and personal care stores	4		
Pharmacies and drug stores	4		
Gasoline stations	21	2,644	147
Gasoline stations with convenience stores	19		
Clothing and clothing accessories stores	7	179	11
Sporting goods, hobby, musical instrument, and book stores	1		
General merchandise stores	6		
Other general merchandise stores	6		
Variety stores	4	444	36
Miscellaneous store retailers	9		
Other miscellaneous store retailers	4	538	20
Pet and pet supplies stores	1		
All other miscellaneous store retailers	3		
Nonstore retailers	11	204	15
<b>Totals</b>	<b><u>327</u></b>	<b><u>75,232</u></b>	<b><u>4,001</u></b>

The values of properties are an indication of the vulnerability of the City to property damage caused by disaster. The most recently available data indicating property values within the City are given in Table 2.5.2.

**Table 2.5.2: Median Property Values and Median Household Income**  
(Source: 2010 US Census Database)<sup>xi</sup>

<b><u>Subdivision</u></b>	<b><u>Median Property Values for Owner Occupied</u></b>	<b><u>Median Household Income</u></b>
Deltona	\$166,000	\$50,420

## **2.6 Assumptions**

The assumptions that are required for implementation of the Deltona CEMP are the following:

- The City may have to implement operations without assistance from other jurisdictions or levels of government for at least 72 hours following the impact of the event.
- The facilities designated by the City for use during the activation of the CEMP will remain operational, or, if not, previously identified alternate facilities could be activated rapidly and emergency operations resumed.
- The City agencies and personnel assigned responsibility for emergency operations will be available on a timely basis; If indicated, City agencies will implement their Continuity of Operations Plans (COOP) and Emergency Operations Plans (EOP) to ensure staffing of the emergency responsibilities assigned under this plan.
- When available, assistance and support from adjacent jurisdictions and higher levels of government will be provided on a timely basis when requested by the City; If such assistance and resources are not available or cannot be delivered, the City will be informed of this situation.
- The City's personnel assigned responsibility for implementation of the emergency plan will be knowledgeable in their roles, and will have the proper training, credentials and experience to safely and effectively complete their responsibilities.
- Assigned emergency workers will mobilize upon notification to do so, and will initiate and complete necessary emergency operations to the best of their abilities, given the equipment and resources available at the time.
- The CEMP and all supporting documents, e.g., standard operating guides, action checklists, personnel rosters, equipment inventories, etc., will be up to date and available to the personnel and emergency facilities where they are needed.
- The public will cooperate in a timely and orderly manner with emergency instructions, public information, emergency ordinances and similar actions taken by the City and/or by higher levels of government in coordination with the City; Non-compliance with emergency instructions by the threatened public will not be a significant impediment to operations.
- Volusia County, the State of Florida and the Federal government will implement their comprehensive emergency management plans effectively and on a timely basis, when necessary, to manage the consequences of disasters affecting the City.
- Licensed residential health care facilities located within the City's boundaries will prepare and maintain effective emergency plans, as required by state regulations. These plans will be implemented on a timely basis during disasters with only minimum assistance and resources from the City.

### **3.0 POLICIES AND PROTOCOLS**

This section of the City's CEMP defines the policies and protocols which will control implementation of the emergency response and disaster recovery operations.

#### **3.1 Policies**

The standing policies of the City governing operations at the time of a disaster are the following:

- The City will maintain preparedness for response to emergencies and disasters.
- The CEMP will be the controlling document for management of disaster situations, regardless of their cause.
- Implementation of the CEMP will be conducted in accord with the operational concepts embodied by NIMS.
- All emergency response operations in the field conducted by City response teams will be managed through ICS, as defined in NIMS.
- Assigned responsibilities for implementation of the CEMP and/or other supporting standard operating guides are an inherent component of the job description and duties of City employees; At the time of a disaster, all employees are required to call in to receive assignments and/or to standby to be available to staff the Deltona Emergency Operations Center (EOC).
- All City agencies will establish a line of succession for supervisory personnel and for all individuals assigned key roles for implementation of the CEMP.
- The safety and health of emergency workers will be the highest priority and the City will adhere to all applicable regulations and requirements regarding worker health and safety.
- The highest priority for emergency response operations will be to minimize the public health and safety threats. Prevention or mitigation of property damages will be secondary to this priority.
- Emergency services and disaster relief programs will be provided without differentiation to the status or demographic characteristics of the individuals or neighborhoods affected.
- The City will fully utilize its available resources prior to requesting additional resources and assistance from higher levels of government and/or adjacent jurisdictions.
- The City is committed to cooperative and coordinated multi-jurisdictional emergency response and disaster recovery operations, and will endeavor to work with Volusia County and adjacent jurisdictions for the duration of response and recovery operations.
- The City will cooperate with and participate in functions and facilities established by Volusia County, the State of Florida and/or the Federal government to coordinate emergency response and disaster recovery operations, when such functions and facilities are intended to include Deltona and the City has the personnel available to do so.
- The policies temporarily established by the City during activation of the CEMP at the time of a disaster will be consistent with this policy framework.

### **3.2 Protocols**

The following protocols will be relied upon for coordination of the City's response and recovery operations, consistent with conditions at the time of the event:

- The Fire Chief or designee will serve as the Incident Commander of the City's Emergency Organization. The City's Incident Commander will be positioned in the Deltona EOC and will approve the Incident Action Plans (IAPs) formulated to guide the City's response operations
- The Deltona EOC will provide coordination, oversight, and support to field operations conducted by the City. When resources become limited, the Deltona EOC will prioritize their allocation through the IAP.
- The Deltona EOC will serve as the Multi-Agency Coordination Entity within the Multi-agency Coordination System for the City in accord with the principals of the NIMS
- Field operations will be under the supervision of the Operations Section Chief. Field response teams will maintain ongoing communications with the Deltona EOC and will implement operations in accord with the City's IAP.
- Field operations by City agencies will be conducted in accord with established operational guides, including the use of contractors and mutual aid. Upon activation of the CEMP and the Deltona EOC, all requests from field operations for additional resources and support will be made to and through the Deltona EOC.
- The Deltona EOC will maintain communications with the Volusia County EOC by all available means. The City will designate a liaison to the Volusia County EOC and the City's liaison will be continually updated regarding conditions in the City, the emergency operations being conducted, and the City's resource needs.
- The Deltona EOC will inform the Volusia County EOC of all requests for additional resources from adjacent jurisdictions, and will route requests for resources from higher levels of government through the Volusia County EOC

In addition to these standing protocols, the City may formulate temporary protocols for coordination and management of operations whenever made necessary by the circumstances of the event and with the concurrence of the Incident Commander.

### 4.0 CONCEPT OF OPERATIONS

#### 4.1 General

This section defines the concept of operations that will guide actions by the City of Deltona prior to, during, and after significant disaster events. In overview, the concept of operations incorporates the following:

- Classification of disasters and levels of emergency activation
- Facilities to support the City's emergency response and recovery operations
- Organization and staffing, including the use of Emergency Support Functions
- Initial and continuing actions to be implemented through the Deltona EOC
- Roles and responsibilities of involved agencies and organizations

The concept of operations is based on adherence to the concepts, principals and terminology of NIMS, as well as conformance with the requirements of F.S. Chapter 252.38 for coordination of the City's emergency operations with Volusia County and the State of Florida. As applicable, the concept of operations is intended to be consistent with that utilized by Volusia County, the State of Florida CEMP and the National Response Plan (NRP).

#### 4.2 Classification of Disasters

The City will utilize the same method as Volusia County and the State of Florida to classify disasters and levels of emergency response team and EOC activation. In Florida, in accord with F.S. Chapter 252.35(a), the levels of disasters are classified as follows:

- **Minor Disaster:** Any disaster that is likely to be within the response capabilities of local government and results in only minimal need for State or Federal assistance.
- **Major Disaster:** Any disaster that will likely exceed local capabilities and require a broad range of State and Federal assistance. The Federal Emergency Management Agency will be notified and potential Federal assistance will be predominantly recovery-oriented.
- **Catastrophic Disaster:** Any disaster that will require massive State and Federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs.

The levels of activation for the City's CEMP and the City's Emergency Operations Center (EOC) will be as follows:

- **Level 3 activation** is day-to-day monitoring of the community and hazard events that typically occur; this monitoring is done to ensure readiness on the part of the City's Emergency Response Team (ERT) to activate the Deltona EOC and/or specific components of the City's ERT, if indicated

- **Level 2 activation** represents a partial activation of the Deltona EOC with concurrent activation of selected components of the City's ERT to provide assistance and resources
- **Level 1 activation** represents the full activation of the Deltona EOC and, in most cases, the activation of all components of the City's ERT.

### 4.3 Facilities

The city has identified the specific emergency facilities that will be activated at the time of a disaster. These are described in this section.

#### 4.3.1 Deltona Emergency Operations Center (EOC)

The Deltona Emergency Operation Center (EOC) will be activated at City Hall, 2345 Providence Blvd. The Deltona EOC will serve as the City's command center for all disaster response operations. In the event the site is made unusable by the impact of the emergency, the alternate location will be the Fire Department Headquarters located at 1685 Providence Blvd. The Deltona EOC will be activated upon the direction of the City Manager or, when required, upon the authority of the City Emergency Management Director. Operation of the Deltona EOC will continue on a 24 hour basis, if necessary, throughout the emergency response period, until such time as circumstances warrant deactivation of the Deltona EOC or maintenance of operations at a level less than 24 hours per day.

#### 4.3.2 Point of Distribution

In partnership with Volusia County, the City will staff and operate a Point of Distribution (POD), which serves as location from which the City distributes relief supplies such as food, water, ice, tarps, etc., to disaster victims. The POD is located at the Sports Complex at 1236 Saxon Blvd.

#### 4.3.3 Shelter Locations

Shelters for providing congregate care for evacuees from the general public or for people with special needs (PSN) from other areas of Volusia County have been designated as public schools within the City. A current list of shelters is available on the [Volusia County Web](#) site. For purposes of the City's CEMP, it is noted that Volusia County is responsible for the activation, staffing and deactivation of the shelters. However, the City can expect to be called upon to provide support services for shelter operations, such as traffic management and security, emergency medical services, and similar.

### 4.4 Organization and Staffing

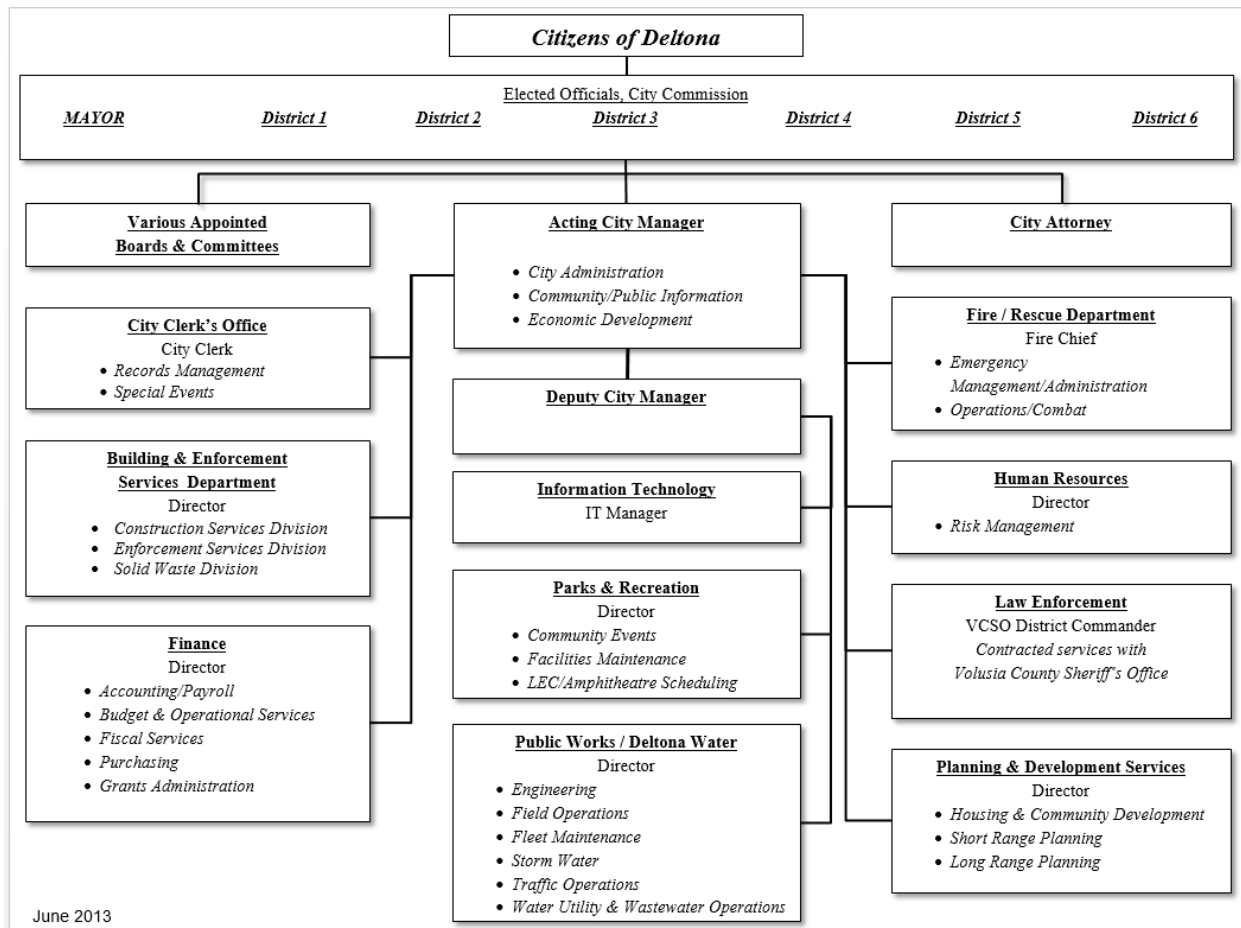
This section describes the approach to organizing the City's personnel to effectively support the concept of operations.

#### 4.4.1 Normal Staffing

To the maximum extent possible, the personnel assigned to the City's ERT have been given positions and/or have responsibilities that parallel those they hold under the jurisdiction's normal organizational structure, which is shown in Exhibit 4.4.1. This has been done to make the transition to the ERT more rapid and effective. Individuals whose position in the ERT does not closely parallel their normal assignments have been provided appropriate training and have necessary procedures to facilitate the activation of the ERT.

Under normal conditions, the City's Fire Chief serves as the Emergency Management Director to manage implementation of the City's overall emergency preparedness planning and programming.

**Exhibit 4.4.1 - Normal Operating Organizational Chart**



### **4.4.2 Emergency Preparedness Task Force**

Pursuant to NIMS, the City of Deltona's Emergency Preparedness Task Force has been established to ensure the jurisdiction maintains its preparedness to implement the CEMP and to work towards enhancing and improving the capabilities to respond to disaster situations. The Preparedness Task Force consists of the various city department heads and is led by the City Manager.

The responsibilities of the Preparedness Task Force are detailed in NIMS:

- Establish and coordinate emergency plans and protocols including public communications and awareness
- Integrate and coordinate the activities of the jurisdictions and functions within their purview;
- Establish the standards, guidelines, and protocols necessary to promote interoperability among member jurisdictions and agencies;
- Adopt standards, guidelines, and protocols for providing resources to requesting organizations, including protocols for incident support organizations;
- Set priorities for resources and other requirements
- Ensure the establishment and maintenance of multi-agency coordination mechanisms, including the EOC, mutual-aid agreements, incident information systems, non-governmental organization and private-sector outreach, public awareness and information systems, and mechanisms to deal with information and operations security.

The Deltona Emergency Preparedness Task Force meets periodically during times of normalcy to address these responsibilities.

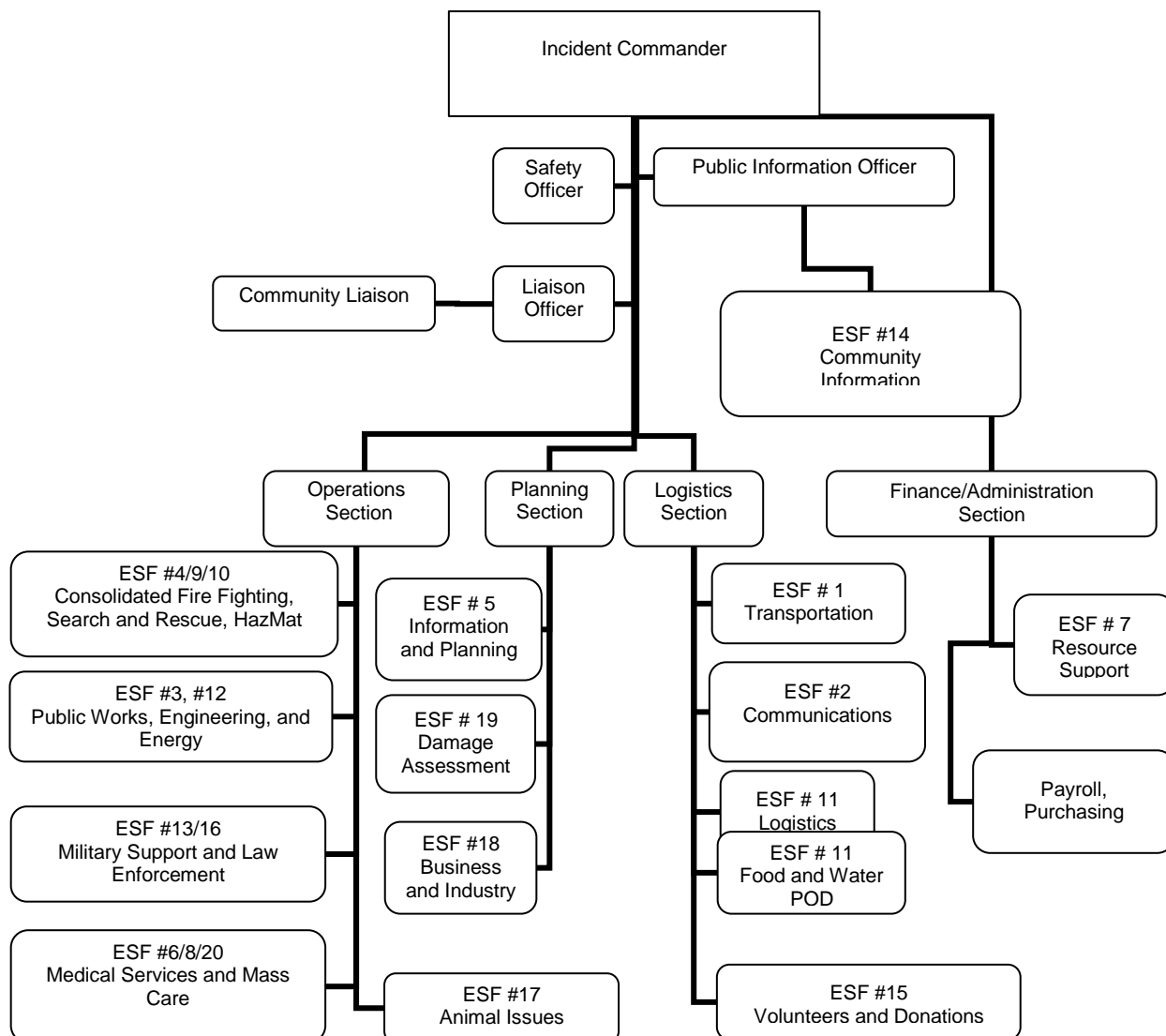
### **4.4.3 Deltona's Emergency Response Team**

The City's ERT will be activated to the Deltona EOC upon a determination by the City Manager or the City Emergency Management Director, acting as the City's Incident Commander. The Incident Commander may choose to activate only selected components of the organization (Level 2 Activation), or the entire organization (Level 1 Activation). At Level 1 Activation, the ERT will have the organizational structure consistent both with NIMS and the ESF operational concept as used by Volusia County, as shown below. The ESF numbering scheme is the same as utilized by Volusia County and the State of Florida.

The City's ERT has been structured as shown in Exhibit 4.4.3. This structure places the City's designated Emergency Support Functions (ESFs) as Branches within an overall structure based upon the ICS/NIMS model for emergency response organizations.



**Exhibit 4.4.3– Emergency Response Team Organizational Chart**



At the time of a disaster, staffing of the organizational components will be at the direction of the Incident Commander, in a manner consistent with ICS concepts. The Incident Commander may adjust the organizational structure and staffing of each organizational component to enhance the City's ability to more effectively address the unique requirements of a disaster situation. For major disasters necessitating Level 1 activation, this organizational structure will, nevertheless, be initially staffed in accord with the general guidelines for each position as discussed below.

#### *Command Staff –*

The command staff is composed of the Incident Commander, supported by the Public Information, Safety and Liaison Officers. The staffing assignments and general roles of command staff position are the following:

**Incident Commander** - This position is staffed by the Fire Chief or designee and the position will be activated upon a decision to activate the City's CEMP and EOC, regardless of the level of activation. In the absence of the Fire Chief, the City's Emergency Management Coordinator will serve as the Incident Commander. The Incident Commander is responsible for the functioning of Deltona's ERT. The position provides leadership, coordination, and management of all emergency operations being implemented by the City, in both the field and in the Deltona EOC. The position also serves as the City's authorized policy maker and official spokesperson regarding the disaster situation and the City's emergency management actions. This position is also responsible for ensuring coordination of all City emergency operations with those of adjacent jurisdictions and higher levels of government. The Incident Commander provides direct oversight and coordination of all City operations conducted at the Deltona EOC, including final approval of each IAP and instructing the City's ERT on the IAP implementation.

**Public Information Officer** – This position supports the Incident Commander through management and coordination of all City activities related to public information, emergency instruction and media management. This position is staffed by the City's Public Information Officer. This position would be the City's representative for ESF #14, "Community Information." The position will be activated by the Incident Commander when warranted by the need for emergency instruction and public information within the City, and/or on request or by requirement for participation in a joint information system (JIS) established by Volusia County, the State of Florida and/or the responding Federal agencies. At Level 1 activation, staffing the position is expected, while at Level 2 activation, activation of the position will be based on the situation and need for public information activities. Once the position is activated, all public information and media management activities by the City will be managed and coordinated by the position. Other components of the City's Emergency Organization will conduct any public information activities through this position. If indicated, the position may function from a Joint Information Center (JIC), if established by Volusia County to ensure inter-jurisdictional coordination and consistency of public information.

**Safety Officer** – This position supports the Incident Commander by monitoring environmental conditions, response operations, and all other available information to ensure protection of the health and safety of the City's emergency personnel, City residents, and other individuals with emergency functions within the City. The position will be designated by the City's Incident Commander, and will be staffed at both Level 2 and Level 1 activation. The position will gather information from field operations by the City, from Volusia County, or any other available source regarding known or potential health and safety threats, and will advise the Incident Commander on the appropriate actions by the City. When indicated, the Safety Officer will recommend the withdrawal or sheltering of the City's emergency personnel for their protection, and will advise the Incident Commander on health and safety concerns for the public.

**Liaison Officer** – This position supports the Incident Commander by ensuring effective communication and information exchange with facilities, organizations, and key individuals outside of the City's ERT and the Deltona EOC. This position will be staffed by the Director of the Planning & Development Services or designee. Activation of the position would be directed

by the Incident Commander when indicated. Staffing of this position would be expected at Level 1 activation, as well as anytime when both the Deltona EOC and Volusia County EOC were activated. This position would ensure that the City deploys and supports one or more individuals as liaisons to the Volusia County EOC; that these individuals have adequate communications with the Deltona EOC, and that information exchange between the Deltona EOC and the liaisons is timely and accurate. If other emergency facilities are activated by higher levels of government, and close coordination between such facilities and the Deltona EOC is necessary, this position will ensure that the City also deploys and supports liaisons to these facilities.

The Liaison Officer will be assisted by one or more designated Community Liaisons, and these positions would be staffed by the Mayor and City Commission members. Community Liaisons would ensure exchange of current and accurate information with community members, the City's state legislature representatives, the City's congressional representatives, and visiting dignitaries.

If indicated by the scope of response operations and contingent on the availability of personnel, the Incident Commander may direct any of the command positions to include additional personnel to assist and support operations.

### *General Staff-*

The General Staff of the City's Emergency Organization is made up of four sections, in accord with NIMS concepts: Operations, Planning, Logistics and Finance/Administration. Each of these will have branches, as ESFs, activated upon a determination by the Section Chief that the situation warrants additional staffing.

To guide operations of each of the ESF branches, if activated, annexes for the City ESFs are attached to this basic plan.

Operations Section – Pursuant to NIMS, the Operations Section is responsible to the Incident Commander for the direct management of all incident-related operational activities. The Operations Section would be staffed at both Level 2 and Level 1 activation. The Operations Section Chief will establish tactical objectives for each operational period, with other members of the Deltona ERT, and provide the necessary guidance and coordination to field units to ensure that the strategic objectives of the approved IAP for the operational period are addressed. The Operations Section will coordinate and support all City field operations. For the large or complex events at Level 1 activation requiring extensive field operations, and with the concurrence of the Incident Commander, the Operations Section Chief may establish ESF branches, corresponding to those used by Volusia County, and shown in the diagram above. The Operations Chief will also manage the Logistics Section until/unless workload dictates expanding the section and designating a separate Logistics Chief.

Planning Section – Pursuant to NIMS, the Planning Section is responsible to the Incident Commander and collects, evaluates, and disseminates incident situation information to the Deltona ERT, prepares status reports, displays situation information, maintains status of resources assigned to the incident, and develops and documents the IAP. The section will be

staffed at both Level 2 and Level 1 activation of the CEMP by the City Clerks Office. The Planning Section will gather and process information relevant to the disaster, its impact, and the status of emergency response and disaster recovery operations. The Planning Section is also responsible for preparing Situation Reports (SITREPs) for transmittal to the City's ERT and to the Volusia County EOC in the format and on the frequency requested. In addition, the Planning Section utilizes available information to prepare an IAP, in consultation and cooperation with the Operations Section Chief, on a schedule established by the Incident Commander. This schedule will be commensurate with the intensity of emergency response operations. The plan is then reviewed, modified and approved by the Incident Commander. The Planning Section ensures distribution to all county and municipal response organizations. Further, the Planning Section will be responsible for overall documentation of the City's operational response to the incident. Within the Planning Section, two ESF branches may be established and staffed, as indicated by the situation, as follows; ESF 5 and ESF 19.

Logistics Section -- Pursuant to NIMS, the Logistics Section is responsible for all support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations. It also provides facilities, transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations, as required. The Logistics Section will be responsible for supporting other City agencies with the operational support services and resource procurement and management. The Logistics Section would, if indicated, direct the activation and staffing of the one or more of the ESFs shown in the diagram above. As ESF-7, the Purchasing Manager or designee reports to the Deltona EOC. The Purchasing Assistant reports, as needed, to assist in activities associated with ESF-7, Resource Management

Finance/Administration Section -- Pursuant to NIMS, the Finance/Administration Section is established when the agency(s) involved in incident management activities require(s) finance and other administrative support services. The section will be established when directed by the Incident Commander for major or complex events at Level 1 activation if additional finance and administrative support and coordination are necessary. When established, the Finance/Administration Section will be staffed by the City's Finance Department. This section will provide resource procurement for other City operations, as well as ensure the effective tracking of expenditures and personnel time spent in response activities, in accord with accepted state and Federal guidelines for reimbursement. The section will also provide administrative and other support services to the Deltona EOC to maintain its operations. The Section will incorporate four branches, when indicated, all of which will be staffed by the Finance Department: ESF #7, Payroll, Purchasing, and Accounting.

#### **4.4.4 Emergency Support Functions (ESFs)**

The Deltona Emergency Response Team is comprised of trained representatives from different City departments, the City Manager, and the City's civic associations who are empowered to deploy the resources of their agencies and organizations to carry out 20 different categories of emergency assistance and services the City intends to offer to its citizens following an

emergency or disaster. These 20 different categories or types of assistance constitute the Emergency Support Functions (ESFs) of the CEMP. Refer to Exhibit 4.4.4-1, *General Description of Deltona Emergency Support Functions*, for a review of all 20 ESFs and a brief description of the services rendered under each function. The agency responsibility for ESF implementation is given in Exhibit 4.4.4-2. The ESFs will be implemented in accordance with the following provisions:

- Each ESF is directed by a lead City Department or City office that has been selected based upon its authorities, resources, and capabilities in the particular functional area. Other City departments and offices have been designated as support agencies for one or more ESF based upon their resources and capabilities to support the functional area.
- The designated lead agency, with assistance from one or more support agencies, is responsible for managing the activities of the ESF and ensuring that missions issued to it by the EOC management group are successfully completed. The lead agency is also responsible for maintaining ongoing communication with the Deltona EOC and other ESFs regarding the status of mission assignments, resource needs and availability, and disaster conditions.
- The ESFs, in coordination with the EOC Management Group, are the primary mechanism for providing response and recovery assistance to the citizens of Deltona following an emergency or disaster and have the authority to execute response operations to directly support the needs of the community. As emergency situations escalate, the ESFs are expected to gain increasing autonomy from detailed oversight from the EOC Management Group in the identification of emergency response needs, definition of missions, completion of tasks, and coordination with other ESFs.
- As warranted by actual or predicted disaster conditions, ESFs may be activated and deactivated singly, in groups, or in total as directed by the City's Incident Commander. After declaration of a state of emergency by the City, ESFs will exist within one of three conditions: on standby, activated or deactivated. The activation and/or deactivation of ESFs by Volusia County will be a factor considered by the City in the activation and/or deactivation of the ESFs for the City CEMP.

### Exhibit 4.4.4 - 1 General Description of Emergency Support Functions

ESF #	Function	Department/Office Responsible	Description
1	Transportation	VCSO Communications	Provides coordination and liaison with the County, State, and Federal ESFs for the allocation and mobilization of transportation resources in support of City and County ESF operations.

## Deltona Comprehensive Emergency Management Plan

ESF #	Function	Department/Office Responsible	Description
2	Communications	VCSO Communications	Provides emergency radio and telecommunications services for City and locally based volunteer organizations; and coordinates with City, County, State and Federal ESFs, and other organizations, to restore and maintain communications services needed for response and recovery operations.
3/12	Public Works, Engineering, and Energy	Public Works,	Provides for the restoration of City public works systems, provides engineering services needed by other City ESFs; and coordinates with County, State, and Federal ESFs as needed. Responsible for debris removal and site operation. Provides coordination and liaison with County, State, Federal and electric utility emergency operations related to identification of energy needs, as well as the restoration of energy services within the City.
4/9/10	Fire Fighting, Search and Rescue, and Hazardous Materials	Fire Department	Provides fire detection, suppression and prevention services in the City and at critical facilities; staffs command teams at incident sites during ESF operations, as needed. Provides urban search and rescue services and coordinates with County, State, Federal and volunteer search and rescue operations on the lands and waterways within the City, as well as within adjacent coastal waters. Provides for prevention, containment, and cleanup of hazardous materials releases and coordinates with County, State, Federal and private hazardous materials emergency response operations impacting the City or adjacent lands and waters. Provides first aid services and assessments for City response and recovery personnel and the public;
5	Information and Planning	City Clerk, Construction Services	Collects, analyzes, disseminates, and archives critical information on disaster impact and emergency operations by City ESFs; coordinates with other County, State, and Federal ESFs on information management relevant to City response operations.

## Deltona Comprehensive Emergency Management Plan

ESF #	Function	Department/Office Responsible	Description
6/8/20	Medical Services and Mass Care	Volusia County Emergency Management (VCEM) and Volusia County Health Department	Supports health and medical services with operations by the City, County, and State. Provides coordination with and support for City, County, State, Federal, and volunteer organizations responsible for sheltering. Coordinates with the Volusia County in the local registration, transportation, sheltering, and care of special needs populations.
7	Resource Management	Purchasing Agent	Secures and allocates material resources for City ESFs through any necessary means, including implementation of mutual-aid agreements and in support of other County, State, and Federal ESFs, as needed.
8	Health and Medical Services	Combined with 6, 20	
9	Search and Rescue	Combined with 4,10	
10	Hazardous Materials	Combined with 4,9	
11	Food and Water Logistics	Fire Department,	Provides coordination and liaison with County, State, Federal, and volunteer organizations providing temporary sources of food and potable water for the City's emergency response personnel.
	Food and Water, PODS	Parks and Recreation Dept.	Responsible for activation, operation, and deactivation of the PODS
12	Energy	Combined with 3	
13/16	Military Support and Law Enforcement	Volusia County Sheriff's Office	Provides coordination and liaison with military and National Guard operations within and for the City, including operations of the State's Rapid Impact Assessment Teams.  Provides enforcement of applicable orders, ordinances, and statutes; provides traffic control; and maintains security for impacted, protected and evacuated areas, critical facilities, and local emergency response operations.

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**Deltona Comprehensive Emergency Management Plan**

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<b>ESF #</b>	<b>Function</b>	<b>Department/Office Responsible</b>	<b>Description</b>
14	Community Information	Public Information Officer	Provides for the coordination with County emergency warnings and instructions and facilitates their dissemination within the City; provides representation in and coordination with County, State, and Federal public information activities, including in a JIC if activated. Will activate and operate the citizen call center with the support of ESF 2.
15	Volunteers and Donations	Human Resources Department	Provides coordination and liaison with County, State, Federal, and volunteer organizations to manage the receipt, storage, and distribution of donated goods and services in the City. Will also manage the “employee resource pool” made up of unassigned city employees.
17	Animal Issues	Enforcement Services	Coordinates with Volusia County regarding the care and control of animals affected by a major event.
18	Business and Industry	Planning & Development and Economic Development	Coordinates with Volusia County to assess the economic status and begin recovery of businesses affected by a major event.
19	Damage Assessment	Construction and Enforcement Services	Provides qualitative and quantitative data regarding public and individual damage within the City.
20	People With Special Needs	Combined with 6, 8	



**Exhibit 4.4.4 - 2 – Emergency Support Functions Responsibility Matrix**

(X = Designated Position, P = Primary Agency, S = Support Agency)

Position / Agency Function / ESF	Fire Chief	Public Information Officer	Enforcement Services	Building Official	City Clerk	Human Resources	EMS Assistant Chief	Deputy Chief Operations	Finance and Internal Services Department	Public Works Department	Planning and Development Services	Parks & Recreation Department	Volusia County Sheriff's Office	VOTRAN	VCEM/Health Dept.
Incident Commander	X														
Public Information		X													
Liaison Officer											X				
Safety Officer						X1									
Operations Sect.								X							
Planning Section					X										
Logistics Section								X2	X3						
Finance Section									X						
ESF #1 Transport.												S	S	P	
ESF # 2 Comm.								S					P		
ESF #3/12 PW									S	P					
ESF #4/9/10 Firefighting							S	P		S			S		
ESF #5, Planning					P	S					S				
ESF #6/8/20 Medical Svc								S							P
ESF #7, Resource									P4	S					
ESF #11 Food, Water and POD								P5				P6	S		
ESF #13/16 Law Enforce								S					P		
ESF #14 Community Info		P				S									
ESF #15 Volunteer						P									
ESF #17 Animal			P												
ESF #18 Business and Ind											P7				
ESF #19 Damage Assessment				P							S				

1 City Risk Manager

2 Initial Section Chief until need to activate separate section

3 Purchasing will be section chief if activated as separate section

4 Purchasing

5 Fire Logistics

6 POD Support

7 Planning and Development supported by Business Development

### 4.5 Notification and Warning

Upon receipt of an alert of an impending or potential emergency, or notification of an existing emergency event, from the Volusia County warning point, Volusia County emergency management officials, or any other information source, staff personnel on duty at the VCSO Communications Center, which is the City's warning point, will contact the City's Emergency Management Director. The City's Emergency Management Director will, time permitting, consult with the City Manager before activating the Deltona CEMP. If circumstances warrant the City's Emergency Management Director, under his own authority, will activate the CEMP and either "activate" or "place on standby" members of the Deltona ERT and ESFs. The City's alert and notification process will be guided by the following considerations:

- Emergency situations, existing or predicted, will be classified by level of emergency and operational level, depending upon the magnitude and severity of the event and the Deltona EOC and ESFs activated or placed on standby as warranted. The CEMP may be activated in full or in part, as determined by the number of ESFs activated. A declaration of a state of emergency by City officials automatically activates all portions of the CEMP. Activation of the CEMP implies that the Deltona EOC is also activated and functional.
- For emergencies classified by the City Emergency Management Director as Operational Level 2 or higher, the City will notify the Volusia County Emergency Management Division of the City's actions taken in response to receipt of the notification and classification of the emergency, if the City has not received warning of the emergency situation from the County itself.
- All City departments and the City Manager will designate primary and secondary lead and support agency representatives to be available on a 24 hour, 7 days per week basis. Lead and support agency representatives shall have the authority to mobilize and commit agency resources as needed for the duration of the activation of each ESF.
- The City's Emergency Management Director activates the EOC and required sections. The Section Chief will activate the required ESFs by contacting the designated lead agency representative, or the designated alternate if necessary, and instructs them to mobilize resources. Similarly, the lead agency representative contacts its ESF support agencies' representatives and either activates a support agency or, depending upon need, places it on standby status. The lead agency determines the need for and timing of activation of support agencies to assist it, in accord with the following:
  - Standby status implies that services may be required in the immediate future and that proper actions need to be carried out by the lead or support agencies to ensure their resources can be rapidly mobilized and committed should the need arise.

- All lead and support agencies will have operating procedures defining specific actions to be taken if they should be activated or placed on standby for each of the ESFs to which they are assigned.
- Upon activation of an ESF, all assigned support agencies will, at a minimum, be placed on a standby status. However, once activated, all designated lead and support agency staff members will report to the City's EOC for mission assignments from the EOC Management Group. ESF staff may be assigned to the Deltona EOC and/or to other locations to initiate and maintain operations.

### 4.6 Initial Actions

Upon EOC activation, the Incident Commander will generally direct the following initial actions, consistent with known conditions:

- Complete activation of the Deltona EOC as well as notification and mobilization of the Deltona ERT
- Determine the need to activate ESFs and other Branches; Make notifications and mobilizations as indicated
- Declare the EOC activated and notify field personnel, the City Commission, and Volusia County accordingly
- Ensure the adequacy of documentation available in the Deltona EOC for subsequent use, e.g., personnel rosters, procedures and checklists, equipment inventories, etc.
- Test the functionality of the Deltona EOC's communications equipment; Take corrective action as indicated
- Determine the need for activation of a logistical staging area(s) and take action accordingly
- Ensure adequate security is established for the Deltona EOC, as well as any logistical staging areas, if established
- Begin documentation and display in the Deltona EOC of operational actions, impact assessment information, and similar current information
- Establish communications with field units, Volusia County and adjacent jurisdictions, as indicated
- Make a determination regarding the immediate potential health and safety impacts to emergency workers and the public from the event; Advise field personnel and initiate other actions accordingly (See also section below on public health and safety).
- Instruct the Operations and Planning Sections to gather and process initially available information from field personnel
- Complete an initial, rapid assessment of the impacts of the event; Utilize information for the preparation of the initial IAP
- Prepare and approve the initial IAP; Define a schedule for the next IAP
- Notify ESF branches and field personnel of the initial IAP and allocate resources to field operations accordingly
- Activated ESF branches would implement initial actions as defined in the corresponding ESF annex and the initial IAP

- Determine if a City state of emergency should be declared; Take actions accordingly
- Implement and/or develop procedures for tracking the availability and use of the City's resources for emergency response
- Establish and implement, as indicated, plans for closure of City offices and recall of City personnel; Notify City personnel and announce to the media; Advise the Volusia County EOC, if activated, or the Volusia County Emergency Management Division
- Receive information on personnel and equipment resource needs from field operations; Activate pre-event contracts and mutual aid agreements as indicated; Activate and staff the City's Logistical Staging Area(s), as indicated
- Prepare a SITREP and transmit to Volusia County EOC or Emergency Management Division
- If indicated by the type of event, establish contact with other facilities, e.g., the Florida Hospital Fish Memorial, or organizations, e.g., Florida Power and Light, anticipated to be important to supporting the City's response operations; Establish methods for continuing communication and deploy City liaison personnel to the Volusia County EOC, if activated
- Initiate public information activities appropriate to the magnitude and characteristics of the event, e.g., a media release regarding Deltona's initial response actions; If indicated, determine methods of coordination of public information with Volusia County and/or adjacent jurisdictions
- If indicated by the characteristics of the event, designate a second shift for the Deltona ERT and define a shift schedule

### **4.7 Actions for Protection of Public Health and Safety**

This section defines the actions that will be taken by the Deltona Emergency Response Team specifically for the protection of public health and safety.

### **4.8 Evacuation and Reentry**

Decisions by the City regarding the evacuation of the City of Deltona or any of its neighborhoods, subdivisions or areas, and reentry into evacuated areas, will be made by the senior City official present at the EOC, in consultation with the other City management personnel in the EOC at the time, or by the senior officer on the scene if the EOC is not yet activated and evacuation is judged to be immediately necessary to protect public health and safety. Evacuation and reentry will be guided by the following policy considerations:

- Smaller scale evacuations (e.g., buildings immediately adjacent to a fire scene) that are normally associated with Level 3 emergency events will not necessitate activation of the CEMP or the Deltona EOC, unless deemed necessary by the City's Emergency Management Director. Larger scale evacuations during an Operational Level 2 or higher event will necessitate the activation of the CEMP and declaration of a state of emergency by the City.
- Evacuation of people from within the City of Deltona or any subdivision thereof is the dual responsibility of the City of Deltona and Volusia County. Evacuation and reentry decisions and actions for their implementation will be closely coordinated between the Deltona EOC

and the Volusia County EOC, if activated. If the EOC(s) (is) are not activated, coordination and consultation regarding evacuation and reentry will occur between the Emergency Management Directors for the City and the County. In the event that either the City and/or County (is) are unable to coordinate such decisions and actions due to the disaster conditions or for any other reason, the City and/or County can take independent actions to implement an evacuation.

- The City may recommend and/or order the public and/or institutions to evacuate, take shelter indoors or at higher elevations, or implement another protective action or combination of actions. The City will select whichever protective action or combination of actions that it deems at the time to be the most effective for public protection and feasible to implement under the conditions of the emergency.
- Depending on conditions, the City may recommend voluntary evacuation on the part of the public, or may order a mandatory evacuation of threatened or impacted areas. Evacuation recommendations or orders may be issued before, during or after occurrence of an emergency event and its impact on the City. Special facilities within, or special subdivisions of the City, may be ordered to evacuate in advance of or after the general population, if deemed necessary by the City and/or the County. Evacuations or sheltering orders may be implemented for as long as necessary to ensure adequate protection of public health and safety.
- Evacuation and reentry will be implemented by procedures of the applicable City and County Departments, as well as those of institutions within the City required to have such procedures pursuant to Florida Statutes.
- Mobilization and dispatch of search and rescue teams, building inspectors, impact assessment officials, law enforcement and fire-rescue personnel will be given priority for reentry to evacuated areas of the City. Restoration services, such as emergency debris clearance and utility repair and reconstruction, will follow thereafter. Damage assessments of evacuated and impacted areas will be done in accordance with established procedures.
- The City may continue to restrict access to damaged or destroyed areas and/or properties and structures by homeowners and others during and after the emergency response period. When necessary and as soon as practical after impact of the disaster and completion of the emergency response operations, the City, in conjunction with the County and the State as needed, will implement a process of identification of those structures unsafe and unfit for habitation or use, and will restrict access to those structures for as long as necessary until their demolition and/or restoration.
- Because unrestricted reentry by the general public could greatly hinder emergency response operations and delay the restoration of services, only after sufficient levels of emergency operations and/or restoration of utility services and infrastructure have occurred to adequately support the returning population will access controls on the affected areas be lifted. As necessary, reentry of evacuees or other personnel may be allowed under special

circumstances at the discretion of the City's Incident Commander. This reentry will be controlled by the City through, for example, provision of escorts, "sign in – sign out" procedures, and similar methods. These special circumstances for early reentry include, but are not limited to, the following categories of personnel:

- Critical public and private sector personnel necessary to avoid further property damage or escalating threats to public health and safety
  - Utility services personnel
  - Insurance adjustors and claims inspectors
  - Property owners
  - Pet owners
- When areas of Volusia County adjacent to the evacuated areas of the City have also been evacuated, the reentry process will be coordinated with the County to avoid public misunderstanding, entry into prohibited areas, security issues, and similar concerns.

### 4.9 Sheltering

Volusia County Emergency Medical (VCEM) has the primary responsibility for ESF 6/8/20, Medical and Mass Care. VCEM will work and coordinate with Volusia County Emergency Management and the county agencies tasked under County ESF 6, when these agencies open those shelters deemed necessary to meet the needs of persons affected by an event. "Special Needs" population shelters will be opened by VCEM, the Volusia County Health Department and County ESF 20 if needed because of the evacuation of special needs individuals. The responsibility of Deltona ESF #6/8/20 is to provide such supplemental assistance as needed by the County agencies responsible for operation of these shelters.

Volusia County has designated primary and secondary evacuation shelters outside of the storm surge area for use during tropical storms and hurricanes. These locations may be designated as Tier I (immediate opening) or Tier II (overflow) facilities allowing phased openings to minimize impact upon shelter operating personnel and the evacuee transport system. Shelter activations are further dependent upon the county being an impact area for the event or a host area for other counties or both. All primary and secondary shelters designated by the County and within Deltona are contained in Annex III, ESF #6/8/20, Medical and Mass Care, to the Deltona CEMP.

Evacuee sheltering within the City may be necessary for an emergency event not involving other jurisdictions, resulting only in City residents being evacuated. In such emergencies, the City, through Deltona ESF #6/8/20 will request Volusia County to activate one or more of the designated shelters, if the number of evacuees is large, e.g., entire neighborhoods. If the number of evacuees is small, e.g., a few houses, the City will request the Red Cross to secure shelter in alternate facilities.

#### 4.9.1 Sheltering-in-Place

For public protection at the time of a hazardous materials incident or tornado event, it may be appropriate for the public to be instructed to shelter-in-place, i.e., to go indoors, close all doors and windows, turn off air conditioning and ventilating systems, move to an interior room and remain sheltered-in-place until further notice. This public protective action would normally be expected to be issued prior to activation of the Deltona EOC, by the City's emergency response agencies and/or the County and the National Weather Service. However, in the event the Deltona EOC is activated and the need for a sheltering-in-place instruction becomes apparent, the Incident Commander will issue the protective order, which will be disseminated to the public by the Public Information Officer.

### **4.10 Continuing Actions**

The Deltona EOC staff will continue to provide direction and support to field operations as needed for the duration of the response and near-term recovery phase. Flexibility is intended in the continuing response operations, with adjustments being made on a continuous basis to respond to the resource needs, the intensity of operations, the availability of state and Federal resources, and similar factors. Continuing operations remain under the leadership and oversight of the Incident Commander, with actions implemented by the appropriate component of the Deltona ERT, in accord with the Deltona EOC incident action plan for the applicable operational period.

Continuing response actions by the Deltona EOC are likely to include the following:

- The Incident Commander would direct implementation of the EOC shift schedule established, if necessary.
- The Incident Commander would continue to direct operations of the City's ERT through approval of IAPs, policy making and coordination of the actions of the Deltona EOC staff.
- The Incident Commander would, if indicated, direct expansion or modification of the Deltona EOC staff through new or continued activation of ESF and other branches.
- The Incident Commander, with the support of the Liaison Officer, would maintain communication and coordination with the leadership of the Volusia County EOC and, as indicated, the leadership of EOCs of surrounding jurisdictions.
- Based on incoming information and/or upon request of the Volusia County EOC, the Incident Commander would evaluate and implement, if indicated, actions to promulgate temporary emergency ordinances, e.g., curfews, prohibition on liquor sales, etc.; The Operations Section would implement necessary enforcement actions, while the Public Information Officer would ensure public awareness of such temporary ordinances.
- If the State's Rapid Impact Assessment Team (RIAT) is being or will be deployed to the City, the Operations Section would establish communications with the RIAT via the Volusia County EOC and prepare to provide support personnel and services to the RIAT.
- The Planning and Operations Sections would continue to gather and process information regarding disaster conditions and the needs of disaster victims; Information regarding the findings of the State's RIAT and the County's damage assessment process, if or when implemented in the City, would be sought.

- The Logistics Section would continue to support operations of the City's ERT through procurement, delivery, monitoring and retrieval of additional personnel and resources.
- Activated City ESFs would continue operations in accord with the corresponding ESF annex and the approved IAP, and consistent with the requirements of the situation.
- On the schedule directed by the Incident Commander, the Planning Section and/or ESF #5 would prepare an updated IAP for approval and would distribute the approved IAP.
- The Planning Section and/or ESF #5 would continue to prepare SITREPS for the City and provide them to the Deltona EOC staff and to the Volusia County EOC if activated, or to the Volusia County Emergency Management Division.
- The Operations Section would continue to direct and coordinate field operations, in a manner consistent with the approved IAP.
- If an evacuation of some or the entire City occurred, the Operations Section through ESF #13/16, would take action to maintain security for and within the evacuated area. If a shelter-in-place instruction was given for public protection, the Operations Section through ESF #13/16 will secure the perimeter of the affected area to prevent unauthorized or inadvertent public entry. If necessary, additional law enforcement personnel for this operation would be requested from mutual aid sources or from Volusia County.
- If indicated, the Operations Section would coordinate with the City's ESF #3/12 to ensure that:
  - Priority roadways were opened for movement of emergency vehicles, evacuation traffic and similar vital transportation needs
  - Water pressure was available or restored for fire suppression
  - Generators were secured and installed for critical facilities and other vital functions.
- As requested by field staff, additional resources and materials will be obtained by the Operations Section and/or Logistics Section, through the County EOC, if activated, mutual aid agreements with other jurisdictions, pre-event contracts with private sector, or similar actions; If resources become limited, the Operations Section Chief would prioritize the allocation of resources in a manner consistent with the approved IAP.
- The Logistics Section and the Operations Section would track and document the availability of City's personnel, equipment, and supplies for deployment through continuing coordination with the staff of a logistical staging area(s) if established.
- The Safety Officer would continue to assess and advise on conditions that may pose a threat to the health and safety of the City's emergency responders and/or the general public; The Safety Officer would also obtain additional information from Volusia County Emergency Management Division and/or the County Health Department, through County ESF #8, if activated, regarding hazardous conditions and the appropriate actions.
- The Liaison Officer would continue to maintain information exchange and coordination of operations with the Volusia County EOC, if activated, as well as with the operations of adjacent jurisdictions and/or other organizations or important facilities within the City.
- The Public Information Officer would continue to issue media releases regarding the City's situation and operations, including emergency instructions for the public, e.g., boil water advisories; As necessary, the Public Information Officer would coordinate public information and emergency instructions with the JIS operated by Volusia County, the State of Florida and/or Federal agencies.



- The Public Information Officer and ESF #14 would establish and staff the Deltona Citizens Information Center.
- The Finance/Administration Section would document the City's personnel time and the expenses incurred for response operations, as well as establish accountability measures for reimbursement from the Federal Emergency Management Agency, whenever applicable.

## **5.0 RESPONSIBILITIES**

Volusia County government has primary responsibility for coordination of emergency management activities throughout the county. Municipalities that have established an emergency management program, such as the City of Deltona, are required by F.S. Chapter 252 to coordinate those activities with the county. This section describes the assignment of emergency management responsibilities among the various levels of government relevant to the City, as well as to key officials within City government.

### **5.1 Municipal Government**

Pursuant to Chapter 252.38, FS, municipalities electing to establish emergency management programs and plans, such as the City of Deltona, must ensure that they are consistent with those established by the County, State and Federal programs and plans.

Those cities that have their own emergency management program, such as Deltona, are expected to develop the necessary resources and capabilities to implement the responsibilities defined in their program. The City of Deltona will utilize its own resources first for the response to emergency situations, followed by implementation of existing mutual aid agreements with adjacent governmental organizations. When the City's resources, including mutual aid resources, threaten to become exhausted and/or specialized resources and functions not under the purview of the City are needed, the Deltona EOC will request assistance from the Volusia County EOC, or Emergency Management Division if the County EOC is not activated.

#### **5.1.1 City Manager**

The City Manager is responsible for the following:

- Provide leadership to the City's agencies and personnel regarding all aspects of the emergency preparedness program.
- Designate City personnel to fill the command staff positions of the City's emergency response team, i.e., the PIO, Liaison and Safety Officer, and ensure that all other positions on the emergency response team have been staffed by the responsible agency.
- Ensure that the City's Emergency Preparedness Task Force routinely meets and fulfills its responsibilities to maintain the preparedness of the City for effective emergency response and disaster recovery operations.

#### **5.1.2 City Emergency Management Director**

The Deltona Fire Chief serves as the City's Emergency Management Director and has the following responsibilities:

- Maintain the City's CEMP as current.

- Ensure that the City's response to all actual emergency events, as well as during training exercises, are evaluated and, as indicated, corrective actions incorporated into the CEMP and other applicable City programs.
- Serve as the Incident Commander on the City's ERT, and ensure that all Branch positions established have been staffed by the responsible agency.
- Coordinate the City's participation in relevant training and exercise programs.
- Ensure that City departments prepare and maintain standard operating procedures, inventories, personnel rosters and other applicable documents needed to implement their responsibilities under the CEMP.
- Serve as a technical resource to City agencies regarding emergency preparedness planning and programming.

### **5.1.3 City Department Heads**

The department heads of City agencies are responsible for the following:

- Ensure the readiness of the department and its staff to implement its responsibilities following activation of the CEMP.
- Ensure that department staff have received the necessary training in the implementation of the CEMP and associated ESFs, as well as training required pursuant to state or federal regulation, e.g., NIMS-required training; Provide for documentation of training received by departmental personnel.
- Promote family preparedness for disasters on the part of departmental personnel so that those individuals assigned emergency responsibilities pursuant to the CEMP will be available to fulfill their duties.
- When needed, implement the department's continuity of operations plan to ensure the organization's capability to staff its emergency roles under the CEMP.
- Ensure the department participates in exercises of the CEMP, including the evaluation of the exercises and the implementation of corrective actions identified.
- Continually evaluate the equipment and facility resources available to the department regarding their adequacy for CEMP implementation, and taking corrective actions as indicated.

### **5.2 ESF Primary and Support Agencies**

The head of each ESF primary and support agency is responsible for:

- Appointing responsible individuals from their organization to act as Emergency Coordinators, who will assist in both contingency planning and for actual emergency/disaster response and recovery operations in the Deltona EOC, or other facility or location, as needed.
- Developing and maintaining standard operating procedures (SOPs) to accomplish designated emergency functions.
- Maintaining a current internal notification, response and recall roster and communications system.

- Assigning appropriate persons to succeed the positions of authority in accordance with executive directive.
- Participating in training for the ESF and the CEMP, as well as in tests and exercises to practice and evaluate this plan.
- Providing for the procurement and managing of resources necessary for emergency/disaster operations.
- Providing and maintaining an inventory of resources required by their ESF.

### **5.3 Volusia County**

Volusia County, under the coordination of the Division of Emergency Management, maintains a comprehensive hazard mitigation and emergency preparedness program, pursuant to FS 252 and NIMS. The County has a CEMP<sup>xii</sup> that has established the ESF structure with which the City's CEMP is consistent. The County has also established several programs in which City representative either directly participate or the City is intended to use the service provided. These include:

- The Volusia Prepares program, including maintenance of the County's hazard mitigation plan.
- A variety of training and exercise programs.
- Technical assistance in emergency preparedness planning and programming.
- The County's voluntary registry for persons with special needs.
- Other similar programs and services.

At the time of a disaster affecting multiple jurisdictions in the county, Volusia County activates its CEMP and the Volusia County EOC, and provides direct emergency response and disaster recovery services to the County's population, as well as coordination and resource support services on a countywide basis for municipalities and other entities. The County EOC is the point of contact for the City to request services and assistance from the State of Florida and/or the Federal government.

### **5.4 State of Florida**

The State of Florida, Division of Emergency Management, establishes the overall guidance and program criteria that county and city emergency management programs are to address. The Division of Emergency Management maintains training, exercise and planning programs, as well as provides financial and technical assistance to local government emergency management programs.

At the time of a disaster, the Governor may declare a state of emergency and request the President for a federal disaster declaration. The State Director of Emergency Management coordinates response, relief, recovery, and mitigation activities provided by state agencies and acts as the Governor's Authorized Representative. The Division of Emergency Management's Area Coordinator acts as the liaison between Volusia County EOC and the State EOC and other

emergency operations. The State Coordinating Officer acts as the state representative in the Joint Field Office (JFO) and coordinates the state's response

### **5.5 Federal Government**

The federal programming in emergency management and disaster preparedness that is applicable to the City of Deltona CEMP is within the areas of responsibility of numerous federal agencies. Principal roles most relevant to the development and implementation of the CEMP regarding natural disasters are available through the coordination of the Federal Emergency Management Agency (FEMA). In addition, coordination with federal operations involving the response to hazardous materials events would be with the US Environmental Protection Agency and/or the US Coast Guard. For some other specific types of hazard events, city efforts will be necessary to coordinate operations with the Federal Bureau of Investigation and/or the US Department of Homeland Security (for a terrorist attack or other federal crime event), with the Federal Aviation Administration and/or the US Coast Guard (for air and marine transportation related mass casualty events), and with the US Forest Service (for major wild fires).

During or after disasters, the President of the United States may declare an area as a federal disaster area, enabling the resources of all federal agencies to be mobilized for response and recovery operations, as needed. Under these circumstances, the Director of FEMA is responsible for the overall coordination of these federal response and relief activities. The President also appoints a Principal Federal Official (PFO) who serves as his representative in the - Joint Field Office (JFO) activated in or near the impacted area to coordinate federal response and recovery efforts for the disaster.

### **5.5 Preservation of Records**

The City Clerk shall be responsible for the identification, development and implementation of procedures for the preservation and protection of records essential to the effective operation of City government before, during and after a disaster and/or emergency event.

Deltona's elected and appointed officials are responsible for the direction and control of preservation and protection efforts for those records under their authority. Department and division heads under their control to develop preservation and protection measures for their respective areas.

The primary storage facility for archived records under the direction and control of the City Commission has been designated. Primary and alternate storage facilities of agency, division and department records are the responsibility of the agency division or department heads. The location of these storage facilities will be provided to the City Clerk and City Emergency Management Director/Coordinator.

## 6.0 FINANCIAL MANAGEMENT

### 6.1 General

It is the purpose of this policy to provide guidance for basic financial management to all departments and agencies responding under the provisions of this plan; to ensure that funds are provided expeditiously; and the financial operations are conducted in accordance with appropriate policies, regulations and standards.

A Presidential Disaster or Emergency Declaration will permit funding from the Federal Disaster Relief Fund, under the provisions of the Stafford Act, in addition to financial resources initiated at the local and state levels. It is therefore imperative that all agencies and personnel follow emergency finance and accounting procedures prescribed by the Administration and contained in ESF 7.

Due to the severity and magnitude of many emergency situations, financial operations will often be carried out under circumstances that warrant the use of non-routine procedures. Procedure 4.09 of the Procurement Procedures Manual, titled *Emergency Purchases*, authorizes the suspension of all normal purchasing procedures and requirements during a designated emergency period for the purpose of securing needed emergency supplies and equipment. However, good accounting principles and practices are still expected and required. These standards will also apply to Federal disaster relief monies which could be made available to the City of Deltona should the City be declared a disaster area as part of a Major Disaster Declaration by the President. Financial management by the City during times of disaster will be guided by the following policy considerations:

- Pursuant to City policy, approval for expenditure of funds for response operations can be given by department heads or, upon authorization, their designated purchasing coordinators in charge of assigned primary and support emergency support function agencies. Each primary or support agency is responsible for establishing effective physical and administrative controls of funds and segregation of expenditures for proper internal controls, and for ensuring that actions taken and costs incurred are consistent with the missions identified in this plan. Purchase Order forms will be used by all City agencies to track emergency purchases once a declaration of a state of emergency has been made by the City. Processing and use of these forms will be done in accordance with established policies and procedures of the City of Deltona Finance and Internal Services Department.
- Care and attention to detail will be taken throughout the emergency response and disaster recovery period to maintain logs, formal records and file copies of all expenditures, including personnel time sheets, in order to provide clear and reasonable accountability and justification for any future reimbursement requests.
- All records relating to the allocation and disbursement of funds pertaining to activities and elements covered in this plan are to be maintained, as applicable, in compliance with

established City financial procedures and emergency management powers and responsibilities.

- In the event that the facilities, personnel and/or equipment necessary for the City to operate its purchasing functions are unavailable and/or inoperable due to disaster conditions, purchasing of goods and services will be in accord with City Emergency Purchases Procedures until normal purchasing procedures and operations can be restored.

## **7.0 TRAINING, EXERCISE AND PUBLIC AWARENESS AND EDUCATION**

### **7.1 Training and Exercises**

It is the policy of the City of Deltona that all City personnel holding managerial and/or supervisory responsibilities for the implementation of the CEMP will receive training in their responsibilities on at least an annual basis. This training is termed “subject matter” training. All personnel within the City’s emergency organization will also receive the training required pursuant to the National Incident Management System. This training is termed “NIMS-required” training.

Organizations and individuals from private and/or volunteer groups that hold responsibilities for implementation of the CEMP will also be expected by the City to participate in subject matter training and exercise programs sponsored by the City, and to have completed the applicable NIMS-required training. The emergency preparedness training and exercise program of the City of Deltona will be guided by the following policies:

- Each City Department retains its responsibility to ensure its personnel receive all training required by departmental regulations and procedures, City policies, NIMS-required training, as well as other training required by applicable laws and regulations. The policies expressed within the CEMP address only training to be conducted for purposes of implementation of the CEMP, and do not diminish any other training responsibility of City departments or modify their own training programs in any manner. City departments may incorporate training regarding activation and implementation of the CEMP into other Departmental training programs, if desired.
- Each City department will ensure that employees new to managerial or supervisory positions receive, within 30 days, an orientation briefing or training regarding: 1] That Department’s primary and support responsibilities under the CEMP; 2] Departmental procedures for implementation of the CEMP, and; 3] The specific responsibilities of the managerial/supervisory position as specified in the Department’s procedures. Departments are also responsible for ensuring that new employees have completed the appropriate level of NIMS-required training for the position they will hold in the City’s emergency organization.
- The development, coordination and conduct of training and exercise programs regarding activation and implementation of the CEMP are the responsibility of the City of Deltona Emergency Preparedness Task Force. The Task Force will plan and establish, at a minimum, an annual training program involving all City departments and management/supervisory personnel, which may include an exercise of all or a portion of the CEMP. The Task Force will also ensure that NIMS-required training has been completed by all members of the City’s emergency response team. Unless the City schedules participation in a training exercise to be held by the County, State or Federal agencies, the Task Force will design and conduct any exercise(s) to be held by the City for its personnel. All exercises conducted by the City will be planned, conducted, and evaluated in accord with the requirements and



guidance of the Homeland Security Exercise and Evaluation Program (HSEEP), promulgated by the US Department of Homeland Security.

- The Emergency Preparedness Task Force will develop objectives and guidelines for its training and exercise activities planned for the coming year. This will be done in a manner consistent with the requirements of HSEEP. The Task Force will ensure that the training objectives and guidelines will result in a complete and thorough review and exercise of all portions of the CEMP, including all of the ESFs annexed thereto, on a recurring interval of no less than every five years.
- The training and exercise program sponsored by the Task Force will address the range of hazards threatening the City, and will incorporate training opportunities for each of the City departments to train in their procedures regarding different types of emergencies and disasters for which they might be required to respond. In accord with the requirements of HSEEP, the exercise program will also incorporate exercises of increasing complexity, beginning with discussion based exercises such as seminars and tabletop exercises, up to functional exercises, such as drills and full scale exercises.
- The Emergency Preparedness Task Force will ensure that each exercise it conducts, or arranges for City departments to participate in, is evaluated objectively and at an appropriate level of detail, and that an exercise evaluation report is prepared and distributed. The exercise evaluation process will be done in a manner that is consistent with the requirements of HSEEP. This report will address areas of concern that were identified during the exercise, and will formulate any necessary corrective actions to be taken. The Task Force will be responsible for monitoring the City's progress on implementing the identified corrective actions.
- Training and exercise programs sponsored by the Emergency Preparedness Task Force will, to the extent possible, be coordinated and conducted with the training programs and activities sponsored by the Volusia County Emergency Management Division and the Florida Division of Emergency Management. The City may conduct training program(s) regarding activation and implementation of the CEMP independently of, or in addition to, County and State training programs if, at the time, such programs are not supportive of the current training objectives of the City and the Emergency Preparedness Task Force.
- The Emergency Preparedness Task Force will encourage training and exercise activities for City departments to be conducted with and/or coordinated with other non-City organizations that may be involved in large scale emergency response actions indicative of an Operational Level 1 emergency situation. Such organizations may include various County, State or Federal agencies, adjacent municipalities, civic and volunteer organizations, public and private utilities, water management districts, and other such groups.
- The Emergency Preparedness Task Force will develop and implement a program for the frequent and routine exercise of key provisions of the initial alert and notification processes to be utilized by the City for activation of the CEMP. Such routine exercises will include, at a

minimum, testing of communications equipment and systems as well as establishing voice contact with all primary and/or alternate individuals responsible for key steps in Departmental notifications and EOC activation. Such routine exercise programs will be conducted no less frequently than semi-annually.

### **7.2 Public Awareness and Education**

It will be the policy of the City to attempt to inform and educate the public regarding the natural and technological hazards confronting the City, the potential dangers to the public from those hazards, and the most appropriate and effective actions for the public to take when an emergency situation occurs or is predicted. Implementation of this policy will be guided by the following:

- The Deltona Emergency Preparedness Task Force is responsible for establishing an ongoing program for public education within the City regarding disaster awareness and knowledge. This public education program will include consideration of the education needs of the general public, business and industry, institutions, and special and transient populations within the City.
- The Task Force may rely on public education programs developed and implemented by Volusia County and/or the State of Florida if, in the judgment of the Task Force, they are responsive to and supportive of the needs of the City.
- The Task Force will distribute, on at least a biannual basis, a pamphlet or brochure to all City employees that informs them of the City's plan for emergency response and disaster recovery, how they may protect themselves and their families during major disasters, and general guidance for City employees regarding their responsibilities during and after disasters, including procedures for resumption of the normal operations of City government.
- The Task Force, in coordination with Volusia County, will assure that appropriate public education and media briefing materials are available in sufficient quantities in advance of emergencies. The types and scope of such materials will be defined by the Task Force, in coordination with Volusia County, but will consider such information as evacuation zones and routes, pre-impact advice on actions by the general public and local businesses, locations of public shelters, disaster recovery information, media information packages containing background materials on the City and its emergency preparedness program, and similar materials.
- The Task Force, working with Volusia County, will develop the necessary procedures, information and materials, e.g., City "media kits," needed to facilitate release of information to the media and the public before, during and after an emergency situation. Such procedures will consider how information can be widely disseminated during prolonged electric power outages, when electronic broadcast media may not be operational.
- The Task Force will, in conjunction with Volusia County, ensure procedures are available to establish and publish telephone numbers for the "Citizens Information Center" available

before, during and after a disaster situation where members of the public may receive information regarding the disaster situation. The Task Force will ensure that a telephone number is available by which individuals needing evacuation transportation assistance can contact the appropriate representatives of ESF 1 and this number will be publicized before and during any disaster requiring evacuation of all or a portion of the City.

## **8.0 REFERENCES AND AUTHORITIES**

### **8.1 General**

This plan replaces the City of Deltona Emergency Management Plan, revised April 1996. Legal authority for the implementation of the Deltona CEMP is found in the following municipal ordinances and State Statute:

- City of Deltona
  - a. City of Deltona Charter, Section (4) and Section 10(1)(b)
  - b. Resolution 1997-21 which adopted the City's CEMP in 1997, and which states that the Fire Department shall be responsible for the administration of civil defense and emergency management functions of the City.
  - c. Resolution 2000-33, which adopts the Statewide Mutual Aid Agreement by the City.
  - d. Resolution 2006-26, which adopts NIMS as the system of preparing for and responding to domestic incidents.
- State Statutes
  - a. Chapter 252.38(2), Emergency Management (*allows and encourages municipalities to establish their own emergency management programs*).
  - b. Chapter 252.31 -252.91, Law Enforcement (*law enforcement authorities of the state and political subdivisions thereof, shall enforce the orders and rules issued pursuant to these state statutes*).
- Federal Requirements
  - a. Federal requirements embodied in the National Incident Management System. The CEMP is integrated into and coordinated with comprehensive emergency management plans. See City of Deltona resolution 2006-26 listed above under City of Deltona.
  - b. The Deltona CEMP also contains exercise and evaluation methodologies that follow the Homeland Security Exercise and Evaluation Program (HSEEP), a capabilities and performance-based exercise program that provides a standardized policy, methodology, and language for designing, developing, conducting, and evaluating of all exercises.
  - c. Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288. This Act constitutes the statutory authority for most Federal disaster response activities especially as they pertain to FEMA and FEMA programs.

## **9.0 ACROYNYS**

CEMP	COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
CERT	COMMUNITY EMERGENCY RESPONSE TEAM
DEM	(FLORIDA) DIVISION OF EMERGENCY MANAGEMENT
EMS	EMERGENCY MEDICAL SERVICES
EOC	EMERGENCY OPERATIONS CENTER
ESF	EMERGENCY SUPPORT FUNCTION
ERT	EMERGENCY RESPONSE TEAM
FDOT	FLORIDA DEPARTMENT OF TRANSPORTATION
FEMA	FEDERAL EMERGENCY MANAGEMENT AGENCY
FS	FLORIDA STATUTES
HMGP	HAZARD MITIGATION GRANT PROGRAM
HSEEP	HOMELAND SECURITY EXERCISE AND EVALUATION PROGRAM
IAP	INCIDENT ACTION PLAN
ICS	INCIDENT COMMAND SYSTEM
JFO	JOINT FIELD OFFICE
JIS	JOINT INFORMATION SYSTEM
JIC	JOINT INFORMATION CENTER
NFIP	NATIONAL FLOOD INSURANCE PROGRAM
NIMS	NATIONAL INCIDENT MANAGEMENT SYSTEM
NRP	NATIONAL RESPONSE PLAN
PDA	PRELIMINARY DAMAGE ASSESSMENT

PFO	PRINCIPAL FEDERAL OFFICER
PIO	PUBLIC INFORMATION OFFICER
POD	POINT OF DISTRIBUTION
RIAT	RAPID IMPACT ASSESSMENT TEAM
SCO	STATE COORDINATING OFFICER
SITREPS	SITUATION REPORTS
SOP	STANDARD OPERATING PROCEDURE

## **ANNEX I - RECOVERY AND MITIGATION ACTIONS**

### **1.0 GENERAL RECOVERY FUNCTIONS**

#### **1.1 Coordination of Recovery Efforts**

##### **1.1.1 Local agency responsible for coordinating recovery efforts**

The Deltona Emergency Operations Center (EOC) will provide the primary direction and control function for the recovery phase. The primary direction and control function is supported by the Declaration of State of Local Emergency, which provide the legal basis for necessary emergency operations.

#### **1.2 Joint Field Office Liaison**

##### **1.2.2 Local liaison for the Joint Field Office (JFO)**

Local direction and control for assisting the Principal Federal Official and the State Coordinating Officer will be provided by the Volusia County EOC. The City's liaison to the JFO will be designated by the Fire Chief, as the Incident Commander.

#### **1.3 State Recovery Staff Liaison**

##### **1.3.1 Liaison for state recovery staff**

Local direction and control for assisting the Principal Federal Official and the State Coordinating Officer in establishing a JFO and Disaster Recovery Centers (DRCs) will be provided by the Volusia County EOC. The City's liaison to the State's recovery staff will be designated by the Fire Chief, as the Incident Commander.

#### **1.4 Public Information Procedures**

##### **1.4.1 Public Information During Disaster Recovery**

The City's Public Information Officer (Deltona PIO) is responsible for ensuring appropriate disaster recovery information from City Government sources reaches media outlets. The Deltona PIO will also coordinate public information requirements with public information officers of other government agencies. Augmented public information officers will support the effort as available. The City will endeavor to ensure that disaster recovery information specific to the citizens and circumstances of Deltona will be issued by local media outlets, or, if not, will take other actions to provide needed recovery information locally.

The City's Public Information operations will be conducted in accord with the guidance provided in Emergency Support Function #14 (ESF #14), Community Information, which is contained in Annex III of the City's CEMP.

The Deltona PIO is responsible for establishing a Citizens Information Center (CIC) which is charged with the responsibility of answering queries from the public during the recovery period. The Deltona EOC will have been operating during the preparation, evacuation, and storm passage phases prior to the recovery phase. Accordingly, networks will have already been established to the public through the media and the CIC. During the recovery phase, information emanating from the Deltona EOC to the public will concentrate on such things as the extent and location of damage incurred, disaster assistance information (e.g. where and how to seek government assistance), debris clearance, and disposal instructions and health information to include advice concerning the storage and preparation of water and food supplies. The Deltona PIO and supporting staff will gather pertinent information on these and other appropriate subjects and provide them to the media.

Deltona EOC officials and public information officers will use all methods of communications to reach the public during recovery operations. These include direct contact with media representatives and thorough accurate answers to citizens' queries from the CIC.

The Deltona PIO may need to schedule at least one press conference a day during the immediate recovery period. The Deltona PIO, or designee, will be the primary spokesman at these press conferences. Other officials of organizations involved in recovery operations within the City may also be requested by the Deltona PIO will also participate.

The City's public information efforts during recovery will be closely coordinated with the Joint Information System (JIS) established and implemented by Volusia County, i.e., the Volusia County Public Information Network (PIN). A multi-jurisdictional JIS is required pursuant to NIMS when more than one jurisdiction is impacted by the same event.

Following a major disaster, a regional Joint Information Center (JIC) may be established by public affairs representatives from Volusia County, the State of Florida and the federal government. The regional JIC will be set up in or near the Joint Field Office. In this event, the Deltona PIO will provide a City liaison representative to the JIC to coordinate public information matters relevant to the City with Volusia County, state and federal public affairs personnel.

### **1.4.2 Education Programs**

Following major disasters, the City recognizes that disaster recovery education will be implemented by Volusia County, the State of Florida and federal agencies. Nevertheless, as indicated by the circumstances of the recovery process, the City will disseminate information to advise disaster victims within the jurisdiction regarding the following:

- Available state and federal disaster relief programs, the eligibility for those programs, and the methods to access the programs.



- City programs, facilities and services available for disaster victims.
- The City's plans and policies regarding redevelopment and reconstruction of the impacted areas of the jurisdiction.
- Disaster relief services available to City residents through non-governmental sources, e.g., volunteer/faith-based organizations.

## **2.0 DAMAGE ASSESSMENT FUNCTIONS**

### **2.1 Damage Assessment Operations**

The objective of damage assessment operations is to accurately measure the amount of damage suffered by the City when a disaster occurs. Damage assessment teams must efficiently assess damages to public buildings and infrastructure, business and industry, and private property in a uniform and timely manner. The information gathered in the damage assessment process will be utilized by local, state, and federal officials in determining the level, type and location of response and recovery efforts needed.

The City's damage assessment operations will be conducted in accord with the guidance provided in ESF #19, Damage Assessment, which is contained in Annex III of the City's CEMP.

#### **2.1.1 Liaison**

County damage assessment teams will be responsible for damage assessment for private property in both the incorporated and unincorporated areas of the County. Each municipality in the County is responsible for either deploying damage assessment teams within their jurisdiction if the personnel are available, and to provide detailed damage assessment information to the County. Also, a municipality is responsible for providing information regarding damages to County, State and Federal damage assessment teams deployed to the jurisdiction.

The decision to deploy state and/or federal damage assessment teams to the city will be made in coordination with Volusia County. Number of teams, time of arrival, duration of stay and need for additional resources will be decided by Volusia County and the state. The City will anticipate that ESF #19 would be notified of these decisions and provided with information regarding deployment of the team(s) to the City and any support to be provided by the City.

ESF #19 will coordinate rapid impact assessment of the city as soon as it is safe to do so. ESF #19 will report the following types of information to ESF #5 staff at the Deltona EOC:

1. Boundaries of the disaster area(s)
2. Status of transportation systems
3. Access points to the disaster area(s)
4. Status of communications systems
5. Status of medical systems
6. Disaster casualty information
7. Shelter/mass care needs

8. Damage to utility systems
9. Status of critical facilities
10. Major resource needs/shortfalls

ESF #5 staff will compile and distribute this information to the City's Incident Commander and to Volusia County EOC to support response and recovery operations. The focus of the rapid impact assessment process will be to document the impacts of the emergency on disaster victims and the community in order that declarations of emergencies can be initiated and request for assistance activated up to the state level.

### **2.2 Facilities and Equipment**

The City's damage assessment operations will be initiated and monitored from the Deltona EOC. Equipment necessary for the damage assessment process conducted by City personnel will be provided by the primary agency for the City's ESF #19.

### **2.3 Local Damage Assessment Operations**

Local damage assessment operations will be implemented by the guidance provided in ESF #19. The City's damage assessment process basically consists of two operations. First is a rapid impact assessment carried out as soon as it is safe to do so. The "rapid impact assessment" provides early and preliminary information regarding the impact of the event on people, property and the infrastructure within the City. The emphasis of the rapid impact assessment is to quickly provide an overview of the damages, including urgent situations requiring immediate attention, e.g., collapsed buildings, fires, etc. The rapid impact assessment is to be used by the City to formulate its initial IAPs. Information from the rapid impact assessment will also be transmitted to the County EOC as soon as feasible.

Second is an initial damage assessment, which provides additional, more detailed information on the magnitude, type and location of damages. The initial damage assessment can follow more urgent emergency response operations and would be expected to be conducted by City personnel under the guidance provided in ESF #19. Information from the initial damage assessment is relayed to ESF #5 for use by the Planning Section Chief in developing IAPs for the City's Emergency Response Team, as well as to the County EOC for their information.

Local damage assessment would continue with a "preliminary damage assessment" (PDA) that gathers information regarding the damages that occurred to public and private property, as well as the City's infrastructure. The PDA is a required step following disasters that receive a Gubernatorial and Presidential Declaration of Disaster. The PDA can be conducted by City personnel who have received training in the State of Florida's procedures used for this purpose, provided those personnel are not needed for more urgent assignments. The PDA process may also be completed by County, State or Federal personnel deployed to the City. The PDAs are used by the Incident Commander and the Deltona EOC Planning Section to help formulate IAPs for the remaining response and recovery operations. The results of the PDA must be transmitted

to the Volusia County EOC for transmittal to the State EOC for use in requesting a Presidential Declaration of Disaster.

Additional guidance for the damage assessment process is provided in City ESF #19.

### **3.0 HUMAN SERVICES**

An important aspect of the City's response to disaster situations is to ensure, as much as possible, that City residents and property owners who are victims of the event have access to disaster relief services and programs. If the event rises to the level of receiving a Gubernatorial or Presidential declaration of disaster, several state and federal disaster relief programs are likely to become available to the City. Nearly all of these programs will be under the management of various County, State and Federal agencies. Therefore, the City's role in the human services component of disaster recovery is primarily to advocate that these programs be available to the City's disaster victims, to assist victims with accessing these programs, as well as to provide necessary support services to the County, State and Federal personnel deployed to the City to implement these programs. The remainder of this section highlights the disaster relief services that may be made available to the City and its disaster victims, under the assumption that the event has received a Presidential Declaration of Disaster.

#### **3.1 Disaster Assistance**

The County, State and Federal operations for providing disaster relief to the City following a major disaster are defined below.

##### **3.1.1 Community Outreach**

The initial step in the implementation of disaster relief programs is to inform individuals that were affected by the event of the types of disaster relief programs available and how they can be accessed. The Public Information Officer, using ESF #14, Community Information, will have a primary role in this effort. Additional information regarding this role is provided in the City ESF #14, which is given in Annex III.

##### **3.1.2 Direct Disaster Assistance**

If major damage occurs within the City and City residents are affected, through the Volusia County EOC, disaster assistance can be requested by the City and the following services can be anticipated to be organized by the County:

- Establishing a Point of Distribution (POD) for the distribution of food, drinking water, ice, tarps, and similar materials, if needed, to City residents (The Logistics Section Chief, using ESF #11, is responsible for staffing and operating a pre-designated POD site, while the Volusia County EOC, through the State EOC, will provide the materials for distribution.)
- Establishing "comfort stations," if indicated within the City, which are typically equipped as follows:

- Sanitation package - 1 dumpster, 4 portable toilets
- Water and Ice distribution
- Mobile phone bank
- Mobile shower units
- Tentage
- Cots/blankets
- Mental Health professionals
- Medical Teams
- Security personnel
- Additional volunteer staff
- Comfort kits (toiletry items)
- Clean up kits (mob, broom, and bucket, scrubbing brush, bleach)
- Additional mobile kitchens

Comfort stations will be provided by the State, through the coordination of the Volusia County EOC. If one or more comfort stations are established within the City, the City would be expected to cooperate in optimizing the location, public information and similar supporting services.

### ▪ Other Volusia County Disaster Relief Services

Volusia County can be expected to manage and coordinate state and federal disaster relief programs in the City, as they become available and assuming the City's disaster victims are eligible. These programs are described further below. In addition, however, the County would be a source of other disaster relief programming for victims in the City through such actions as:

- Coordinating with the Logistics Section Chief to deploy volunteer agencies and organizations to the City through County ESF #15, as well as delivering donations to the City.
- Providing public information assistance regarding available State and Federal disaster relief programs.
- Making County agency personnel available to discuss applicable programs managed directly by the County.

## **3.2 Coordination through the Joint Field Office (JFO)**

State and Federal human-services related disaster relief programs may be made available to the City's disaster victims who are eligible for them. The availability of these programs will be coordinated through the JFO established by State and Federal agencies. Local involvement with JFO operations will be coordinated by the Volusia County EOC.

### **3.2.1 Registration of Disaster Victims**

Disaster victims are encouraged to register for available Federal disaster relief programs via telephone. The numbers for “tele-registration” are made available by FEMA shortly after the disaster. The Public Information Officer will assist its disaster victims through both advertising the tele-registration number and, if needed, providing telephones from which calls can be made.

### **3.2.2 Federal Disaster Relief Centers**

After the JFO is established, Disaster Relief Centers (DRCs) are established for disaster victims to apply for the types of federal grant and assistance programs for which they are eligible. DRCs, staffed by Federal and State representatives, customarily do not provide direct services. They process citizen claims for assistance in such areas as temporary housing, disaster-related loans, emergency home repairs, and unemployment insurance. Normally, federal DRCs become operational as soon as feasible after a Presidential Declaration.

If DRCs are located within the City, the jurisdiction can anticipate being requested to assist state and federal officials activate and operate the facility. Utility and communications services will be needed, as well as traffic management, fire prevention, EMS and similar services. The City must also support county, state and federal community outreach efforts within the jurisdiction to ensure that the City’s disaster victims are aware of available disaster relief programs and how to access them, e.g., through the DRC

DRCs are intended to serve as a “one stop” access point to all disaster relief services to be made available to eligible victims of the specific event. The services accessible through a DRC may vary with the characteristics of the event, but tend to include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and Rental Resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA.
- Small Business Administration (SBA) program information if there is a SBA Representative at the Disaster Recovery Center site.

DRCs will be staffed with representatives from appropriate federal, state and local agencies, private relief organizations, and other organizations capable of providing disaster-related assistance to individuals. DRC staffing typically includes representatives the following:

1. DRC manager and support staff - responsible for the overall management and operation of the DRC and the facility in which it has been located

2. Florida Department of Financial Services - provides assistance and information to disaster victims relative to unemployment compensation and disaster unemployment assistance; provides job service referrals; and coordinates sign language interpreters.
3. U.S. Farmers Home Administration and Florida Department of Agriculture and Consumer Services - provides assistance and information to disaster victims relative to low interest disaster loans to cover agricultural and farm loans.
4. U.S. Small Business Administration - provides assistance and information to disaster victims relative to low interest disaster loans for homeowners and business owners.
5. American Red Cross - provides assistance and information about assistance through the Red Cross.
6. Salvation Army - provides assistance and information about assistance through the Salvation Army.
7. Crisis counselors - provide professional counseling services to help relieve disaster-related stress and prevent more serious mental health problems from developing.
8. Florida Department of Insurance - provides assistance and information about resolving insurance claims and problems.
9. Florida Department of Health - provides assistance and information on the availability of regular, expedited and emergency food stamps and individual and family grants; provides referrals to disaster related mental health services if crisis counseling is not on site.
10. Florida Department of Elder Affairs - provides information about services available to assist elders.
11. National Flood Insurance Program - assists in determining whether damaged properties are located within designated floodplain.
12. Temporary housing staff - provides assistance and information about the availability of rental and mortgage assistance, and other housing programs.
13. Internal Revenue Service - provides assistance and information about how the disaster will affect an individual's income tax.

### 3.2.3 Federal Assistance for Individuals

Individual assistance programs will be made available to eligible applicants through the DRCs and/or tele-registration. The City's role in these programs is principally to inform affected City residents regarding their purpose and availability following a specific event. These programs for individual disaster victims include:

1. Temporary Housing - For those who are eligible, the federal government will pay for 100 percent of the cost of victims' lodging at hotels, motels or other housing for a period of up to 18 months. Where no temporary housing is available, FEMA may supply mobile homes or travel trailers for housing as a last resort. In cases where homes are minimally damaged and still habitable, funds may be available for repairs.
2. Small Business Administration disaster loans - designed to supply low interest loans to owners of homes or businesses who have experienced uninsured physical or financial losses as a result of a disaster.
3. Farmers Home Administration disaster loans - low interest disaster loans are made available to farmers, ranchers and agricultural operators for physical or production losses.
4. Disaster Unemployment Assistance - designed to aid those individuals who have become unemployed as a result of a disaster. The program is administered by the Florida Department of Financial Services.
5. Individual and Family Grants (IFG) - provides grants to disaster victims to meet necessary expenses or serious needs. The recipient may spend this money for a variety of needs, including medical and dental expenses, housing repairs, personal property, funeral and burial expenses and public and private transportation. These expenses must have been caused by the disaster.
6. Income Tax Service - the Internal Revenue Service will be represented in the DRC to help victims identify ways in which the disaster affects their federal income tax. Casualty loss credits, early tax refunds and information on lost documentation are some services available to disaster victims.
7. Food Stamps - may be made available to victims whose nutritional needs are affected because of a disaster. This program is administered by the U.S. Department of Agriculture at the federal level and Department of Children and Families at the state level. Length of eligibility for receiving food coupons will be determined by the President.

### **3.3 State Disaster Assistance Facilities**

If the damage is sufficient to call for the Governor to issue a Declaration of a State of Emergency, but federal disaster relief is not otherwise forthcoming, the Division of Emergency Management (DEM) will establish one or more facilities in or near the impacted area. Among the disaster relief programs which may be made available by the State are food stamps, rental and energy assistance, job services, unemployment insurance, and emergency food provisions. These programs may actually be administered by the State, County, volunteer organizations, or a combination thereof. Disaster victims must meet prevailing eligibility guidelines for State administered programs. As with Federal DRCs, the role of the City is principally to assist and support access to these programs by the City's disaster victims.

### **3.4 Other Feeding and Distribution Sites**

During major disasters, community groups, faith-based organizations and other volunteer associations may establish operations for feeding of disaster victims and distribution of donated

goods. These may be in addition to the direct human services provided by County, State and/or Federal agencies, as described above.

The City's role in these types of human services disaster relief operations is anticipated to be the following:

- Coordination and integration of those services with those being provided by governmental organizations.
- Monitoring their operations to ensure public health and safety is protected.
- Monitoring the staff of such operations to ensure that services are provided without prejudice or preferential treatment, and that no pressure is applied to disaster victims regarding the organization or its mission.

When such services are planned for the City or otherwise established, the Incident Commander will direct the corresponding City ESF(s), e.g., ESF #15, Volunteers and Donations, or ESF #13/16 Military Support and Law Enforcement, to coordinate and monitor the operations.

### **3.5 Temporary Housing and Living Areas**

Disaster victims in Deltona who have been displaced from their homes for an extended period because of the disaster are likely to require governmental assistance in finding temporary housing. Two categories of displaced disaster victims within the City are likely. First, individuals present in those evacuation shelters operated by Volusia County that are located within the City who have had their residences significantly damaged. Second are those City residents who have been displaced because of significant damages to their residences located within the City.

Provision of temporary housing to displaced disaster victims is a responsibility shared by municipal, county, state and federal agencies. The City's role in provision of temporary housing, especially for disaster victims who are/were City residents, include the following:

- Helping to identify undamaged, vacant housing units within the City that could be leased for/by disaster victims; facilitating relocation of disaster victims into these units.
- Facilitating placement of individual temporary mobile homes on or near lots of damaged residences, including utility hookups.
- Finding available land within the City where multiple temporary mobile homes could be located in neighborhood fashion, and facilitating the efforts of state and Federal agencies to develop these neighborhoods; Providing utility hookups for the mobile home neighborhoods and providing ongoing public services, e.g., police and fire services, trash pickup, etc.

On the local level, the City Planning and Development Director will coordinate the temporary housing program. Several other agencies may be called upon to participate in the operation of this program, in addition to the agencies of Volusia County, the State of Florida, and FEMA. These agencies include:



1. Housing departments or officials of adjacent municipalities.
2. American Red Cross - provides rent assistance through its disaster assistance programs.
3. Humanitarian Relief Agencies - including the Salvation Army.
4. Private Sector Associations.

After a disaster requiring the provision of temporary housing to displaced victims, a committee will be convened by the City of these and any other appropriate public and private sector agencies to resolve temporary housing issues. Following the damage assessment process, which will provide the basis for temporary housing requirements, the committee will attempt to match local resources available with temporary housing requirements. In this process, the following information will be developed:

1. The number of victims needing temporary housing.
2. The estimated number of houses which might be habitable with minimal repairs.
3. Available government-owned or government-subsidized housing units.
4. Privately-owned rental properties which could be used for temporary housing.
5. Available mobile homes or other readily fabricated dwellings which could be used for temporary housing.

If temporary housing requirements exceed City resources, assistance can be obtained from state and federal sources. Any requests for such assistance will be forwarded to the State Division of Emergency Management (DEM) by the Volusia County EOC and will include the information above. Under a Presidential Disaster Declaration, DEM can request necessary temporary housing assistance from FEMA.

The Red Cross has a major role in providing temporary housing assistance to those displaced by a disaster. Once Service Centers are established, they can provide such services as cash vouchers for rental assistance, emergency home repairs, utility deposits, household furnishings, etc.

#### **4.0 INFRASTRUCTURE**

This section describes the recovery actions necessary to address damages to the City's infrastructure during the disaster recovery period. The section also describes the federal recovery programs that may be available to the City for reimbursement of a portion of the costs of repairs of disaster-caused damage to the City's infrastructure.

##### **4.1 Debris Management**

###### **4.1.1 Opening of Priority Roadways**

A frequent consequence of a disaster is the blocking of vital roadways with debris, prohibiting or limiting the movement of emergency vehicles and evacuation traffic. The first step in debris management is the opening of priority roadways by pushing the debris to the side to open one or more lanes to traffic.

The City is traversed by roadways that are the responsibility of the Florida Department of Transportation (FDOT), Volusia County and the City. Following a disaster, each of these levels of government must immediately begin the clearance of the roadways into and within the City, as soon as it is safe to do so. For the City, this will be the responsibility of ESF #3/12 to accomplish the following:

1. Coordinate with the Volusia County EOC and ESF 3 to determine which priority roadways will be opened by the County and FDOT.
2. Determine which priority roadways must be opened by the City and prioritize them for attention.
3. Deploy City personnel and equipment to the roadways to push debris aside.
4. If the effort to clear debris from the roadways assigned to the City exceeds the City's capabilities to do so, request assistance from the County EOC/ESF 3.

#### 4.1.2 Debris Collection and Disposal

After the initial emergency period, and opening of priority roadways is completed, debris removal and disposal must be conducted on a community-wide basis. There are several aspects important to the City for this phase of debris management and these are discussed below.

#### 4.1.3 Activation of Standby Debris Management Contractors

Debris collection, processing and disposal operations can be staffed, when indicated, by governmental personnel. These may include City, County, State or Federal personnel, typically from the public works or transportation agency of the respective level of government. In extreme cases, Federal personnel can include direct services from the US Corps of Engineers for debris removal. State personnel for debris removal could include the Florida National Guard. Generally, however, the services of governmental personnel are more useful in other emergency response and disaster recovery functions. Therefore, in recent years, it has become common for local jurisdictions to enter into contracts for post-event debris management with private sector companies that specialize in this area.

The City will enter into and implement one or more standby contracts for debris management services following major disasters. These contracts will provide for services following the occurrence of a debris-causing event that received a Presidential declaration of disaster. The services may include debris collection, processing and disposal, as well as the monitoring services required by Federal regulation. The contract(s) would cover all types of debris, including vegetation, household debris, construction and demolition debris, and hazardous debris. The City has a policy of having one or more, pre-season contracts with private sector debris management companies in place for activation, when needed.

Before, during or immediately after the occurrence of the disaster, City ESF #3/12 would notify the contractor(s) of the situation, and as indicated, activate the contract(s).

### **4.1.4 Identification of disposal sites**

Utilizing ESF #3/12 the Emergency Response Team Section Chief will identify empty parcels of City-owned land within the jurisdiction that could be used for the temporary storage and processing of debris. If possible, this process will occur on a routine basis, e.g., annually, prior to the occurrence of a debris-causing disaster. The parcel(s) selected for temporary debris sites must not be considered environmentally sensitive, and should be able to receive an emergency permit from the State for use as a temporary debris site. The parcel(s) selected should also be buffered from residential areas or other sensitive land uses, and will need adequate roadway access and egress for movement of trucks carrying the collected debris.

The City has two parks that could, if necessary, be made available as temporary debris management sites. One is the 115 acre Deltona Festival Park and the other is the Manny Rodriguez Park. Other suitable parcels of vacant land within the City may also be available at the time of need.

Certain County temporary debris management sites may also be open to municipalities. These would be used if they offered a more feasible option to the City than attempting to open a temporary site within the City. If the County's temporary sites are to be utilized, the City's Public Works Department will coordinate disposal of debris at County sites with the County ESF 3 and/or the County's Recycling and Solid Waste Department.

### **4.1.5 Procedures for Temporary Site Operation**

Procedures for operation of temporary debris management sites that are under the control of the City may be directed by City personnel and/or by the City's debris management contractor. Procedures for their operation will therefore be the responsibility of the City. (If the City utilizes County-operated temporary debris sites, the County will be responsible for the procedures.)

The City will coordinate with the County Environmental Management Department and State Department of Environmental Protection (DEP) to obtain any necessary disposal permits and/or clearances needed for the City operated temporary debris management sites. After such coordination has been accomplished and emergency permits have been received by the City, City ESF #3/12 will designate appropriate temporary storage areas, disposal sites, burn sites, and landfills, as necessary for management of the City's debris. If necessary, assistance will be requested through the County EOC and County ESF 3 for locating sites for specialized management and/or disposal of contaminated debris, animal carcasses, etc.

The procedures for operation of the City's temporary sites will also including the following provisions:

- Allowing entrance of only debris eligible under current Federal and state regulations.
- Recycling of appropriate debris, if economically viable.
- Separation of debris by type to ensure proper handling.
- Use of only appropriate technologies for debris volume reduction, e.g., crushing, grinding, incineration, etc. that are consistent with the requirements of the permits for the site.
- Maintenance of effective measures for preventing fires, reducing leaching of undesirable chemicals, removal of hazardous materials, and similar.
- Taking all feasible actions to prevent operation of the City's temporary debris sites from becoming a public nuisance.

### 4.1.6 Procedures for Debris Removal from Private Property

Under most conditions, communities only collect eligible debris from the right of way of the public roadways, for this is the only collection method that is eligible for Federal reimbursement following a disaster receiving a Presidential declaration. Members of the public are allowed to place debris removed from private property at the edge of the right-of-way for subsequent collection. This does not normally cause difficulty with a local jurisdiction being able to receive Federal reimbursement for debris management. However, unless the debris poses a danger to the general public health and safety or would result in additional damage to property, debris collection personnel cannot, under current Federal rules, enter private property to collect debris. The costs for collection of debris directly from private property are not normally eligible for Federal reimbursement.

If it is necessary for public safety that the City remove debris from private property, the City and/or its contractor must obtain a "right of entry" and "hold harmless" agreement from the property owner before doing so. Under most circumstances, the City, through the Public Works Department, will expect its debris management contractor to secure these agreements whenever it is necessary to enter private property for debris collection.

### 4.1.7 Procedures for Removal of Abandoned Private Property

A disaster can cause private property, such as abandoned vehicles, to occur as disaster debris in public areas, e.g., roadways, and this situation could arise in the City. Specific steps must be taken before such material is classified as disaster debris so that it can be removed and disposed of by the City or its contractor(s). Should such a situation arise for the City, City ESF #3/12 will determine and implement the necessary actions notify the property owner of the intended removal and then to do so.

## 4.2 Insurance Coordination Procedures

Section 311 and 406(d) of the Stafford Act, and the Flood Disaster Protection Act of 1973, PL 93-234, establish requirements for disaster assistance and address requirements regarding insurance coverage for disaster damages.

Actual or anticipated insurance recoveries shall be deducted from eligible costs prior to approval of a federal grant for the restoration of a facility and contents. If the facility is not insured, the maximum amount of flood insurance recovery that could have been obtained for a building and its contents, if the building is located within the special flood hazard area, shall be subtracted from eligible costs.

The City will be required to demonstrate that insurance for City property, that is reasonably and readily available, has actually been obtained and the City has collected the appropriate reimbursement from the insurer for disaster caused damages. Federal reimbursement may then be available for eligible costs not otherwise covered by insurance.

Each City agency experiencing disaster-caused damages to its facilities will take action as soon as feasible to document insurance coverage and file a claim with the insurer. If the insurer denies the claim, the City agency will take appropriate action to dispute the denial or to then apply for Federal reimbursement for all eligible damages.

### **4.3 Administrative Procedures**

#### **4.3.1 Document tracking**

In order to be eligible for federal disaster assistance funding, the County, municipalities and eligible private nonprofit entities must maintain adequate disbursement and accounting records of the costs incurred on approved disaster work for reimbursement and so that the documentation required by state and federal audit can be made available.

All City departments/agencies must begin documenting personnel and supply expenses as soon as the emergency response begins, and continue to do so until the completion of all operations.

#### **4.3.2 Project Worksheet (PW) Procedures**

Each eligible applicant must identify damages by category and sites and prepare estimates or have actual documentation for completed work. Unless there is an urgent public safety threat or additional property damage will result, City agencies will **not** initiate any repairs or replacements for damaged City property until the work is approved by FEMA as eligible for reimbursement. Work completed prior to FEMA approval that was not demonstrably urgent in nature will not be eligible for Federal reimbursement.

Damage survey and inspection teams, made up of state and federal engineers, planners and architects, will review this information. The City agency responsible for the damaged property will ensure that the City is represented on these inspection teams and that the City's interests are fully protected.

The field inspection team will prepare a PW for each project, identifying activity descriptions, scopes of work and cost estimates. Each member of the team can concur or not concur as to the scope of work and eligible costs. Supportive non-concurrence information can be attached by

the eligible applicant. Each PW then undergoes three levels of review before approval, modification, or rejection by FEMA (which must occur within 45 days of the first inspection). The City will be allowed to appeal rejected or severely modified PWs.

### 4.3.3 Federal Highway Administration Emergency Relief (FHWA ER) Program

If the City or its debris contractors find it necessary to clear debris from non-State Federal Aid Highways and/or to complete emergency repairs to highway signals on these roadways, the City may be eligible for reimbursement pursuant to the FHWA ER Program. For the City, this program will be directed and coordinated by the District 5 of the Florida Department of Transportation. Any City actions to clear debris from non-State Federal Aid roadways would also need to be coordinated with Volusia County ESF #3, who would be expected to assume a primary role in clearing these roads.

Debris removal or urgent emergency repairs to Federal Aid Highways are made through completion and approval of a Detailed Damage Inspection Report, which differs from the FEMA PW process noted above. FEMA will not provide reimbursement for debris clearance from Federal Aid Highways if FHWA has implemented the ER program. FHWA will not allow reimbursement through the ER program for debris removal from roads that are not a part of the Federal Aid system. The non-state Federal Aid Highways are the red-marked roadways shown on this map:



If the City becomes involved in clearing debris from these roadways, it will be necessary to strictly separate the operations from those implemented to clear neighborhood streets. Otherwise, FHWA reimbursement cannot be obtained through FDOT. Debris clearance from neighborhood is reimbursable by FEMA. If applicable, the City will need to ensure that City personnel under ESF #3/12 or the City's debris contractors adhere to this requirement.

### 4.4 National Flood Insurance Program

The City of Deltona is a registered member of the National Flood Insurance Program (NFIP) with a rating of 10 under the Community Rating System (CRS) as the City does not participate in the CRS.

## **5.0 LOCAL HAZARD MITIGATION PROGRAM**

The City of Deltona recognizes the importance of reducing its vulnerability to disaster-caused damages by planning and implementing hazard mitigation actions and programs. This section describes the hazard mitigation actions taken by the City both during times of normalcy and following a major disaster.

Effective hazard mitigation planning before an event is also economically beneficial to the City. This is because following disasters that receive Presidential declarations, Federal funding to support pre-identified hazard mitigation projects becomes available, which can be used by the City to receive reimbursement for significant percentages of such projects. This program is the “Hazard Mitigation Grant Program (HMGP) and following a major disaster, the amount of Federal HMGP funding for mitigation projects can be very substantial. Further, the state and Federal governments make available, during times of normalcy, smaller grants for funding mitigation projects and planning efforts, through such programs as the “Pre-disaster Mitigation Grant Program” and the “Flood Mitigation Assistance Program.”

### **5.1 Pre-Event Hazard Mitigation Planning and Programming**

Federal requirements established pursuant to the Disaster Mitigation Act of 2000 stipulate that state and local governments must have an approved hazard mitigation plan if they are to be eligible for any pre- and post-disaster Federal mitigation funding. The City is an active participant in the “Volusia County Local Mitigation Strategy” (LMS), which is an inter-jurisdictional, cooperative effort to develop local hazard mitigation plans, in compliance with the Disaster Mitigation Act of 2000. The local mitigation plan in place addresses hazard mitigation efforts on both a countywide basis and for individual jurisdictions, including the City of Deltona. Through this process, the City has assessed its hazards and vulnerabilities and has pre-identified a large number of hazard mitigation projects it would implement when funding to do so becomes available. The Volusia County Local Mitigation Strategy has been approved by FEMA and is updated and maintained on a regular basis.

### **5.2 Post-disaster Mitigation Actions**

Following a disaster impacting the City that has received a Presidential Declaration, the City will, through the Local Mitigation Strategy (LMS) committee, implement a variety of actions addressing mitigation issues, as follows:

- Ensure that the damages to City property and infrastructure are evaluated to determine mitigation “lessons learned” and to identify mitigation measures that should be incorporated into the repair and rebuilding process.
- Cooperate with any State/Federal team dispatched to the City for conducting post-disaster mitigation reviews or analysis
- Designate an individual to serve as the City’s Mitigation Coordinator, who would be responsible for the following:

- Communicating with County, State and Federal officials regarding the potential for HMGP funding and the City's eligibility
- Representing the City in post-event meetings related to the damage review, HMGP projects, mitigation plan updating and similar
- Coordinate City efforts to develop mitigation "lessons learned" and include them in the mitigation plan for the City
- Determine from County, State or Federal officials if mitigation funding for additional mitigation efforts during repair of disaster-caused damage (often referred to as "Section 406" funding) will be available to the City.
- Coordinate with City agencies regarding applications for HMGP funding and follow up on City applications during the state and Federal review process
- Coordinate the City's mitigation efforts with other disaster recovery efforts
- Work with the City's Construction Services Department to ensure that all post-disaster repairs and reconstruction are in accord with current building codes and compliance with the provisions of the City's flood plain ordinance pursuant to the NFIP
- Ensure that mitigation concepts are incorporated into the recovery and redevelopment plans prepared and implemented by the City
- Monitor agency implementation and utilization of any HMGP grants received, providing technical advice to ensure that all requirements are met
- Take and/or coordinate other such actions by the City to implement its hazard mitigation program in the aftermath of a disaster

### **6.0 LONG-TERM RECOVERY AND REDEVELOPMENT PLANNING**

The City recognizes that a major disaster can completely destroy neighborhoods, larger portions of the jurisdiction, or even the entire municipality. In recovering from such catastrophic events and in redeveloping the City, the jurisdiction will attempt to implement plans and programs that will enhance the disaster-resistance, quality of life, economic vitality and environmental sustainability of the community.

Following a catastrophic event, in addition to the other disaster recovery actions described above, will implement an immediate program for long-term recovery and redevelopment planning and programming. To do so, the following actions will be taken by the City as soon as possible following impact of a catastrophic disaster on the municipality:

- The City Manager, with the concurrence of the City Commission, will:
  - Appoint an individual to serve as the Long-term Recovery Coordinator for the City
  - Appoint a task force or other organizational structure of City stakeholders to oversee and advise on the long-term recovery and redevelopment process
- The City's designated Long-term Recovery Coordinator will take the following actions:
  - Work with the appointed task force as soon as possible following the disaster to develop and document community input for the long-term recovery and redevelopment of the community



- As applicable, begin either the immediate preparation of a new long-term recovery and redevelopment plan or implementation of a previously prepared plan
- Review the redevelopment plan with the task force, City departments and other stakeholders to receive comments and inputs; Modify the plan accordingly
- Obtain approval of the plan from the City Commission
- Through the cooperation of other City departments, designate City personnel with applicable skills and responsibilities to serve on the City's work group involved with development and implementation of the City's redevelopment plan
- Coordinate with Volusia County and/or adjacent jurisdictions regarding their actions to develop and/or implement long-term recovery and redevelopment plans to minimize conflicts or inconsistencies with the City's desired recovery and redevelopment actions
- Work with County agencies and other stakeholder groups to ensure that redevelopment proceeds in accord with the approved plan

## **ANNEX II - EMERGENCY OPERATIONS CENTER PROCEDURES**

### **I. PURPOSE**

The purpose of the City of Deltona Emergency Operations Center (Deltona EOC) is to provide a centralized location from which decision making and information can be disseminated during an emergency, natural disaster or other unusual circumstances.

### **II. LOCATION**

The City of Deltona EOC will be activated at 2345 Providence Blvd.

### **III. STAFFING**

The Deltona EOC will be staffed for twenty-four hours per day for the duration of the emergency, if indicated by the characteristics of the event and the intensity of the City's response operations. Due to the limited capacity of the Deltona EOC, only designated persons will be authorized access. All City employees not required and authorized to operate the Deltona EOC will report to their normal place(s) of duty unless otherwise directed by their Department Head or the City Manager.

Each ESF shall be staffed for twenty-four hours per day, in twelve-hour shifts, if indicated by the intensity of the operations of the ESF. The following ESF listing shows the lead agency/job title for each ESF. The single listing also includes the lead person, his or her designee, and the person responsible for the second shift.

#### **A. Emergency Support Function Staffing in the EOC**

City Manager

Emergency Management Director

Financial Services Director

ESF #1	Transportation	VCSO Communications (Remotely)
ESF #2	Communications	VCSO Communications (Remotely)
ESF #3/12	Public Works, Eng, Energy	Pub Works Dir/Com Dir.
ESF #4/9/10	Firefighting, S&R, HazMat	Deputy Chief of Operations
ESF #5	Information & Planning	City Clerk
ESF #6/8/20	Medical and Mass Care	VCEM
ESF #7	Resource Management	Purchasing Agent
ESF #11	Food & Water	Parks/Rec & Fire Dept.
ESF #13/16	Military Support, Law Enforcement	VCSO
ESF #14	Public Information	PIO
ESF #15	Volunteers & Donations	Human Resources Dept.
ESF #17	Animal Issues	Enforcement Services
ESF #18	Business & Industry	Planning & Development
ESF #19	Damage Assessment	Construction Svcs & Enforcement

Other City staff will be authorized access to the EOC as required and directed by the City Manager.

Representatives of other jurisdictions and of other agencies affected by or responding to the emergency will be authorized access to the EOC as required and directed by the City Manager.

Media and the general public will not be allowed access to the EOC.

### **B. Staffing of the Citizens Information Center at Utilities Department**

Staff from City Hall, Enforcement Services and Planning and Development Services shall staff the Citizens Information Center telephone lines, under the direction of the City PIO and ESF #14. There shall be an appropriate number of Information Specialists on duty, in twelve-hour shifts, for twenty-four hours per day.

**DELTONA EMERGENCY OPERATIONS CENTER TELEPHONE LISTING**

TELEPHONE NUMBERS	ESF
878-8183	EMERGENCY MANAGEMENT DIRECTOR
878-8180	FINANCE DIRECTOR
VCSO Communications	1 – TRANSPORTATION
	2 - COMMUNICATIONS
878-8196	3 - PUBLIC WORKS AND ENGINEERING
878-8188	4 - FIREFIGHTING
878-8197	5 - INFORMATION AND PLANNING
878-8189	6 - MASS CARE
878-8195	7 - RESOURCE MANAGEMENT
878-8189	8 - HEALTH AND MEDICAL SERVICES
878-8188	9 - SEARCH AND RESCUE
878-8187	10 - HAZARDOUS MATERIALS
878-8647	11 - FOOD AND WATER (Logistics)
878-8900	11 - FOOD AND WATER (PODs)
878-8190	12 - ENERGY
878-8186	13 - MILITARY SUPPORT
878-8184	14 - PUBLIC INFORMATION
878-8194	15 - VOLUNTEERS AND DONATIONS
878-8186	16 - LAW ENFORCEMENT & SECURITY
878-8191	17 - ANIMAL ISSUES
878-8192	18 - BUSINESS AND INDUSTRY
878-8193	19 - DAMAGE ASSESSMENT
878-8189	20 - PEOPLE WITH SPECIAL NEEDS

ANALOG PHONE NUMBERS: 789-3602, 789-3641, 789-5607, 789-5706, 789-6589, 789-6669, 789-6897, 532-9624

### End Notes References

- i <http://www.news-journalonline.com/article/20130715/NEWS/307159971>
- ii [http://www.lightningsafety.noaa.gov/stats/03-12\\_deaths\\_by\\_state.pdf](http://www.lightningsafety.noaa.gov/stats/03-12_deaths_by_state.pdf)
- iii [http://www.floridatruckingaccidentlawyerblog.com/2012/02/hazardous\\_spills.html](http://www.floridatruckingaccidentlawyerblog.com/2012/02/hazardous_spills.html)
- iv <http://www.cnn.com/2013/03/03/us/florida-wildfire>
- v <http://fcit.usf.edu/florida/maps/pages/11100/f11161/f11161.htm>
- vi <http://www.wesh.com/news/central-florida/volusia-county/Volusia-sinkhole-swallows-trees-power-lines/-/12983450/18265606/-/7a3s4iz/-/index.html>
- vii <http://www.census.gov/2010census/popmap/ipmtext.php?fl=12>
- viii <http://www.clrsearch.com/Deltona-Demographics/FL/Population-by-Age>
- ix
- x [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?\\_afpt=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?_afpt=table)
- xi <http://quickfacts.census.gov/qfd/states/12/1217200.html>
- xii <http://www.volusia.org/core/fileparse.php/4357/urlt/CEMP-Basic-Plan.pdf>